

# OUTREACH

Assistance Services Fulfillment



[WWW.IMGGLOBAL.COM](http://WWW.IMGGLOBAL.COM)





## OUTREACH

ASSISTANCE SERVICES



You now have access to IMG's Travel Assistance Services, an offering available to you and your dependents from the most remote areas of the world. IMG has extensive experience handling complex and remote medical transport situations, as well as providing support for travel concerns when they arise. Our team of international,

multilingual specialists are accustomed to working across time zones and with different languages and currencies. Utilizing IMG's extensive global network of medical care providers, our onsite 24/7/365 US-based call center is available day or night to provide high-quality care you can depend on.



## EMERGENCY MEDICAL TRANSPORT SERVICES

In a medical emergency, you need someone you can trust to guide you through the process. With a proven track record of providing superior assistance, IMG's emergency medical transport services are designed to deliver the support you need when you need it.

### EMERGENCY MEDICAL EVACUATION

IMG can coordinate and provide transportation to a hospital or medical facility to treat an unforeseen sickness or injury, which is acute or life-threatening when adequate medical treatment is not available in the immediate area. IMG will coordinate and provide transportation to the closest hospital or medical facility. IMG will also facilitate obtaining the necessary visa documentation for entry/exit on your behalf.

### RETURN OF DEPENDENT CHILDREN

IMG can coordinate and provide the transport of dependent children to your home or their home in the event you are hospitalized due to an unforeseen sickness or injury which is acute or life-threatening, and the children are left unattended as a result. IMG will also coordinate and provide a qualified escort to accompany the children during their return.

### RETURN OF TRAVEL COMPANION

If you are hospitalized with an acute or life-threatening injury or sickness, IMG can coordinate and provide a travel companion to accompany you on your medical evacuation or repatriation trip home or medical facility near your home.

### MEDICAL REPATRIATION

If IMG determines that it is medically necessary for you to return to your place of permanent residence because of a hospitalization due to an unforeseen sickness or injury which is acute or life-threatening, IMG will coordinate and provide transportation to return you to your permanent residence via:

- i. One-way economy transportation; or
- ii. Commercial upgrade based on your condition as recommended by the local attending legally qualified physician and approved by IMG.

If IMG determines that it is medically necessary for you to return to your place of permanent residence for continued treatment of an unforeseen sickness or injury which is acute or life-threatening, IMG will coordinate and provide transportation to the hospital or medical facility closest to your permanent place of residence capable of providing that treatment.

### REPATRIATION OF MORTAL REMAINS

In the event of death, IMG will coordinate and provide the preparation and transportation of mortal remains to the deceased's place of residence or to the place of burial.



■ VISIT OF A FAMILY MEMBER OR FRIEND

If you are traveling alone and are hospitalized due to an unforeseen sickness or injury which is acute or life-threatening and an emergency evacuation or repatriation is not imminent, or in the event you pass away while on a trip, upon IMG's determination, IMG will coordinate and provide one roundtrip economy ticket to bring a person of your choice to your location.

■ DISPATCH OF A PHYSICIAN

If the local attending physician and IMG cannot adequately assess a member's need for medical evacuation and transportation, IMG will coordinate and dispatch a physician to assist in the assessment.

■ VEHICLE RETURN SERVICES

In the case of a medical evacuation, medical repatriation, or return of remains, IMG can coordinate the return of a member's unattended vehicle to their home or place of rental. The vehicle must be in good condition and capable of being safely driven on the highway in compliance with local laws. Any costs required to maintain the safe operation of the vehicle(s) during the return will be the member's responsibility. The request for the vehicle return service must occur at the time of medical evacuation, medical repatriation, or return of remains.

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UNDERSTANDING YOUR NEEDS.  
EXCEEDING YOUR EXPECTATIONS.





## SECURITY SERVICES

### EMERGENCY POLITICAL EVACUATION/ REPATRIATION

In the case of a threatening security or political emergency situation due to governmental or social upheaval at your location, IMG will coordinate and provide transportation to remove you from the area. Emergency political evacuation/repatriation services are provided by IMG security personnel to the nearest safe location and then to your primary residence if needed. The decision to emergency political evacuate/repatriate will be made by IMG security personnel in consultation with local governments and security analysts.

If you are in an area in which an act of rebellion, riot, military uprising, war, terrorism, labor disturbance, strike, nuclear accident, or interference by authorities inhibits IMG's ability to fully provide services, IMG shall nonetheless use its best efforts to provide its services, recognizing that obstacles beyond its control will affect the level of service. IMG cannot be held

responsible for failure to provide services or for delays caused by strikes or other conditions beyond its control including, but not limited to, flight conditions or where rendering of service is prohibited by local laws or regulatory agencies.

IMG retains the discretion to limit one (1) emergency evacuation and or repatriation attributable to any single political emergency situation.

### NATURAL DISASTER EVACUATION

In the event of a natural disaster situation, IMG will on a best-effort basis coordinate and provide for your evacuation from a safe departure point we designate to a safe haven of our selection. If evacuation becomes impractical due to hostile or dangerous conditions, IMG will maintain contact and advise you until evacuation becomes viable or the natural disaster situation has passed. IMG will only coordinate and arrange for a natural disaster situation evacuation up to and including seven (7) days from the date the official disaster declaration is issued.

## CONTRACTUAL LIMITATIONS

Travel Assistance Services will not be provided or available for any loss or injury that is caused by, or results from:

- Normal childbirth, normal pregnancy (except complications of pregnancy) or voluntary induced abortion
- Mental or nervous condition, unless hospitalized
- Traveling against the advice of a physician
- Traveling for the purpose of medical treatment
- Active participation in war and/or terrorism
- Member's home or host country that has been declared Level 4 Travel Advisory by the U.S. State Department prior to the member's scheduled departure date
- A medical claim, including but not limited to a communicable disease, will be excluded from the Political/Natural Disaster coverage.

### NOTE:

*IMG will provide emergency medical assistance services and security evacuation services for third-party expenses related to a qualified medical evacuation, medical repatriation, return of dependent children, return of travel companion, return of mortal remains, visit of a family member or friend, or political and natural disaster evacuation. Any medical expenses related to these services would be the responsibility of the Member. Emergency medical services must be arranged by IMG designated personnel to be eligible for services under this program. All services must be provided or coordinated by IMG. IMG will not be responsible for medical transportations or political, natural disaster, or security evacuations that are not coordinated by IMG. All political, natural disaster or security evacuation services will be coordinated and provided by IMG or through our security partner. Evacuation services are provided to the nearest safe location and then to your resident country, if needed. Services are not available to the extent they would expose IMG or any of its insurers to any sanction, prohibition or restriction under U.N. resolutions or the trade or economic sanctions, laws or regulations of the E.U., U.K., or U.S.A. No claims for reimbursement will be accepted. Services are available for travel more than 100 miles away from the member's primary residence. Please review the services agreement for complete details and exclusions.*

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IMG Assistance Services can be accessed 24/7/365 via the following:

**Phone:** +1.317.927.6808

**Email:** [assist@imglobal.com](mailto:assist@imglobal.com)



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*peace of mind*<sup>®</sup>

