



TRAVEL ASSISTANCE

Travel Assistance Services

Provide emergency medical and travel assistances, 24 hours a day and 7 days a week around the world, by contacting Travel Assistance

Hotline +662 342 3237

1. Travel Assistance Services

■ Pre-trip Information Services

Travel Assistance will provide the insured with basic travel advice concerning the planned trip and information about the intended destination.

■ Weather and Exchange Rate Information

Information about weather conditions and exchange rates.

■ Visa Information

Information regarding Visa requirements for foreign countries.

■ Embassy Referral

Information about the contact details/opening hours of Embassies worldwide.

■ Airline Regulation Information

Information and advice about Airline Company Regulations.

■ Flight Schedules, Flight Reservations and Re-scheduling

Information and advice regarding flight schedules, flight reservations and re-scheduling.

■ Legal Referral

When required, Travel Assistance shall provide the insured with the name, address and telephone number of local lawyers. Wherever possible, we shall provide the insured with two or more lawyers. The final selection of a lawyer shall be the responsibility of the insured. Travel Assistance guarantees that the lawyers of the relevant jurisdiction are of good repute and have not been the subject of reprimand or malpractice proceedings.

■ Lost Passport Assistance

If insured's passport is lost, Travel Assistance shall assist the insured by providing information about how to report the loss and arrange for replacement.

■ Lost Luggage Retrieval

If the insured's luggage or personal items are lost, Travel Assistance, upon receiving the relevant information from the insured, will initiate a search to recover the lost items. The search shall involve liaison with the applicable police department, or for items lost in transit, contacting the responsible people in the company with whom the insured was travelling.

■ Roaming Information

Information about roaming while the insured is abroad.

■ Translator / Interpreter Service

If insured requires the services of a translator, Travel Assistance will source and arrange translation services worldwide.

■ Personal Data Services

Travel Assistance can help keeping customer's personal IT data while the customer is abroad.

■ Hotel / Car Rental / Limousine Service Reservations and Restaurant / Golf Tee Time Bookings

Travel Assistance shall assist the customer by making hotel and/or car rental and/or limousine service reservations, and booking restaurant and/or golf tee time.

2. Emergency Medical Assistance Services

■ Medical Information

Wherever possible and upon request, Travel Assistance will arrange medical advice to customers via the telephone, including information about recommended hospitals and clinics anywhere in the world. In case of hospitalization, Travel Assistance will give guarantee of medical expenses and will obtain a medical assessment of the customer and where medically advisable in the opinion of the responsible physician, continue to monitor the local treatment until the customer is released from treatment or is sent home.

■ Arrangement of Hospital Admission / Appointments with Local Doctors for Treatment

If the medical condition of the customer is of such gravity so to require hospitalization, Travel Assistance will arrange for hospital admission and/or appointments with local doctors for treatment.

■ Dispatch of Essential Medicine

When medically necessary and whenever possible, Travel Assistance will dispatch essential medicine which is not available locally.

■ Arrangement of Emergency Medical Evacuation / Repatriation

When customer is suffering injury sickness during a trip and it is necessary to evacuate the customer to receive treatment to avoid death or must be moved to Thailand, Travel Assistance will organize the transportation to send the customer to the nearest medical facility or medically equipped flights to return home.

■ Arrangement of Transportation of Mortal Remains

If customer dies during the trip, Travel Assistance will organize to moving the customer's mortal remain from the place of death to Thailand.

■ Urgent Message Relay

In the event of a medical or travel emergency about the customer, Travel Assistance, when required, will relay urgent messages to the customer's family.

■ Emergency Family Travel Arrangements

In the event of a medical emergency requiring the hospitalization of the customer, when required, Travel Assistance shall make travel arrangements for the customer's family and/or friends to visit the customer. In addition, Travel Assistance shall assist the customer by making hotel and/or car rental reservations for any family or friends that go to visit the customer in hospital.

■ Arrangement of Return of Minor Children

If customer will be hospitalized more than a certain number of days, Travel Assistance will arrange to have the dependent children traveling with the customer returned home.



Travel Assistance Services by Allianz Global Assistance.
Managed by AWP Services (Thailand) Co., Ltd.

* The above services are purely on referral or arrangement basis. The Insured Person shall be responsible for any third-party expenses, unless otherwise covered under the policy.

Allianz Ayudhya General Insurance Pcl.

898 Ploenchit Tower, 1st Floor, Ploenchit Road, Pathumwan, Bangkok

Registration number 0107554000259

Tel. 0 2657 2555 Fax. 0 2657 2500

www.azay.co.th   azayfan

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