



## 24-HOUR WORLDWIDE ASSISTANCE AND EMERGENCY EVACUATION SERVICES FOR TRAVELERS AND EXPATRIATES

Your organization trusts the worldwide experience of International SOS, the world's largest medical, security and travel assistance company and the leading provider of emergency assistance services to travelers and expatriates.

Use your International SOS card when you...

- would like to talk to an English-speaking doctor 24 hours a day, 7 days a week
- need a dispatch of prescription medication
- need a referral to a doctor or dentist for even the most minor of instances
- have a serious injury and need International SOS for an evacuation or repatriation

Complete your pre-trip planning with International SOS...

- access International SOS Online or contact an International SOS Alarm Center for pre-trip advice

- access country-specific information by going to [www.internationalsos.com](http://www.internationalsos.com), clicking on Members Login and entering your Membership number
- check travel information on over 200 countries
- view summarized reports of health risks and situations around the world
- check information on medical care and vaccination requirements
- sign up to receive email health alerts that send travel health information to your PC, laptop or wireless device

For personal travel, consider International SOS Global Traveler! Enroll online at:

[www.internationalsos.com](http://www.internationalsos.com)

Enter your group Membership number as the Preferred Pricing Code and receive a 20% discount.

Worldwide reach  
Human touch



Columbia University  
Scholastic Comprehensive Service Membership  
Program # 11BSGC000064

TO ACTIVATE YOUR INTERNATIONAL SOS MEMBERSHIP, DETACH AND SIGN THE BACK OF THE CARD.

Keep your International SOS Membership card with you at all times when traveling away from home.



## Medical Assistance

### What if I need a doctor?

International SOS Coordinator Doctors at each Alarm Center can give you advice by telephone or refer you to an English-speaking doctor for outpatient consultations.

### What if my prescription medication is lost?

If you happen to require a prescription that a local physician cannot obtain, or you need to replace lost, stolen, or depleted medication, International SOS will, whenever permissible by local law, send the needed medication.

### What if I am hospitalized?

Call the nearest International SOS 24-hour Alarm Center. International SOS doctors will evaluate the care you are receiving and determine what actions should be taken to ensure your safe and speedy recovery. If local hospitals are adequate, International SOS will monitor your care and evaluate the adequacy of treatment and medication being given. International SOS will also keep your family informed of your progress.

## ALARM CENTER INFORMATION

### WORLDWIDE EMERGENCY ASSISTANCE SERVICES FOR TRAVELERS AND EXPATRIATES

#### International SOS 24-Hour Alarm Centers

In the event of an emergency, please contact the nearest International SOS Alarm Center. International SOS Clinic access is determined by the terms and conditions of the membership program and is subject to the regulations in force at each respective clinic.

If calling from the US, Mexico, Central or South America call Philadelphia, PA at 1-215-942-8226 (call collect where available). From Canada call 1-800-441-4767. From within the U.S.A. call 1-800-523-6586.

If calling from Europe, the CIS, Africa or the Middle East call London, England at 44-20-8762-8008 (call collect where available)

The following is a partial description of the Terms and Conditions in place with your employer (subscriber) and International SOS. Complete details are available from your employer.

#### Limitations

International SOS is not to be held responsible for failure to provide services and/or for delays if caused by acts of God, strikes, or conditions beyond its control, including, but not limited to, flight conditions or situations where the rendering of its services is prohibited or delayed by local laws, regulators or regulatory agencies. International SOS shall notify the Subscriber of any circumstances likely to cause such failure or delay as soon as reasonably practicable. In no event shall International SOS be liable under this contract or in the course of the provision of any service, for any incidental, special, consequential or indirect loss, damages, costs, charges, fees or expenses (including without limitation loss of profits, loss of revenue, loss of business or loss of use).

### What if local medical facilities are not adequate?

If you are hospitalized in an area where adequate medical facilities are not available, International SOS will provide medical evacuation to the nearest facility capable of providing the required care. Evacuations are carried out under medical supervision and are attended by specialists when required.

#### Personal Assistance

### If my wallet is stolen, and I need replacement documents, what should I do?

International SOS will assist with obtaining replacements if you lose important travel documents while traveling – e.g., passport, credit cards.

### What if I need emergency cash while overseas?

You will, whenever possible, be provided with a cash advance in local currency.

### What if I am unable to contact my family?

International SOS will receive and transmit emergency messages between you and your family.

If calling from Asia, Australia or the Pacific Rim call Singapore at 65-6338-7800 (call collect where available).

To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name
- Your company name
- Your International SOS Membership number
- Telephone number from which you are calling
- Name, location, and telephone number of hospital or clinic
- Name, location, and telephone numbers for the treating doctor and where the doctor can be reached
- Name of caller, location, telephone/fax number, relationship to Member
- Description of the Member's condition and/or situation

International SOS assumes no liability in any manner and is not responsible for any loss arising out of or howsoever caused by any advice given or services provided or any acts or omissions of any service providers including without limitation medical, transportation, security or otherwise, or lawyers or legal practitioners referred to the Member by International SOS, and the Subscriber and/or Member shall not have any recourse or claim against International SOS in connection therewith.

#### General Provisions

1. The Member must take reasonable care to prevent accident, injury or illness.
2. The advance of hospital and emergency funds may require the Member or Subscriber to guarantee such funds by valid credit authorization. Any emergency hospital-admittance deposit or emergency medical cash advance must be repaid within the time designated in the Terms and Conditions.
3. The Member may be required to give International SOS written authorizations and releases prior to an

### What if I need legal help overseas?

International SOS will refer you to a qualified English-speaking lawyer.

### What if I don't speak the language?

International SOS will provide emergency telephone translation services through the 24-hour worldwide International SOS network as well as referrals to interpreter services.

#### Online Services & Information

### How do I access International SOS Online Services and Information?

- Using your browser, type the address (URL) for the International SOS webpage: [www.internationalsos.com](http://www.internationalsos.com)
- Enter your International SOS Membership number on the left hand side.
- Select from the menus for various services and information.
- To enroll in the Emergency Record or Personal Locator services, you will need to choose a User ID and password. Keep these as confidential information.

Additional Alarm Center and Clinic contact information can be found at the International SOS website at [www.internationalsos.com](http://www.internationalsos.com).



emergency evacuation or repatriation.

4. Fraud, misstatement, or concealment in the statements made by, for, and on behalf of the Subscriber/Member prior to or when effecting this Membership or any fraudulent claim hereunder shall render the Terms and Conditions null and void and all indemnities and services shall be forfeited.
5. Certain exceptions may apply.

#### For Service Members

1. International SOS retains the medical discretion to limit each Member to one emergency evacuation and/or repatriation attributable to any single medical condition of a Member during the term of the membership.
2. Only Members enrolled through a Corporate Membership or Standard Group Membership, and paid for by the Subscriber are eligible for services.
3. Additions of new Members will become effective at 12:01 a.m. on the day following receipt of written confirmation or the effective date, whichever is later.