



**Redefining  
global assistance**



**World Travel  
Protection**





## Why partner with us

In a fast-paced and increasingly volatile world, you need a partner who can safeguard your people from harm. We are that global authority. Whether you are travelling or you're sending employees, volunteers or students out into the world, we're here to assist you.

World Travel Protection is a third-party administration (TPA) services specialist. We differentiate ourselves by delivering exceptional care in exceptional circumstances. For almost 30 years, we've helped hundreds of thousands of travellers with emergency care and assistance. Now, our services extend beyond travel to the marine, car, homecare, pension and life insurance markets.

It is our clinical and health expertise that powers the heart of our operations, strengthened by a culture of customer service excellence. We're doctors, nurses and security experts. We're counsellors, case managers and logistics specialists. Most importantly, we know how to assist people, whoever and wherever they are. Staying safe and healthy is about more than having medical assistance on hand – it's also about the best preparation and protection and security services when you need them. That's why we offer our clients end-to-end, holistic programs or, if you prefer, a customised choice of support services.

If you seek uncompromising commitment to customer service, an incredible appetite for innovation and determination to improve the travel experience for all, then partner with us. You will discover that we invest in quality partnerships and services that redefine world travel.

# To redefine global assistance

We understand people's enduring desire to travel, adventure, do business, experience new cultures and connect with others face-to-face. We form the insulation between this desire and the increasing challenge of staying safe, protected and well.

From a lost bag in Miami to a life-saving evacuation from Mt Everest, our holistic service offering is always evolving to support people's changing needs, without compromising on quality. Our specialist services cover:



## Preserving and Protecting Health

Through our telemedicine and pre-travel vaccination advisory services, health and wellbeing portal, employee assistance programs and counselling, our security app, travel tracking and first aid kits, we safeguard employees and travellers from harm.



## Claims Management

We have teams of insurance specialists who can review, process and settle claims in accordance with the terms of your policies. We service multiple third parties and insurers, and have expertise in reviewing claims while safeguarding the reputations of those companies who outsource their claims management.



## On Demand Trauma and Welfare Counselling

We can arrange counselling in-person or over the telephone 24/7/365 to assist employees or customers who have been exposed to trauma or require emotional support for a range of issues, including family matters, drug and alcohol abuse, gambling addictions and post traumatic stress, domestic violence and other concerns.



## Cost Containment and Directional Care

We have dedicated bill auditors focused on verifying that all charges are reasonable and customary, and to negotiate the best possible cost outcome while still maintaining a high level of care. We have a network of known, trusted and inspected medical facilities that we work with to deliver competent services and provide competitive rates for our customers admitted into their care.



## Repatriation and Evacuation Services

We reach out in critical situations – if you require medical attention or at times of terror in crisis – to arrange safe passage and evacuate customers. When the need arises, in the event of death we liaise with our panel of reputable providers, to arrange transport, burial and cremations, or the careful return of mortal remains.



## Security

Our proactive security services add a priceless level of safety for travellers and peace of mind for employers fulfilling their duty of care obligations. Prior to travel, we provide country-specific information, including reports and risk ratings. Travellers and employers also benefit from our briefings, alerts and advisory warnings, SOS distress calling and tracking, as well as rapid deployment and personal protection services if required.

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## Medical



Our team operates within a best-practice framework, which places the health and wellbeing of the individual at the heart of our decision-making. Our care includes 24/7 emergency assistance, medical case management and corporate medical and health assistance. It extends to vaccination support, medical assessments, counselling and mobile telemedicine.

## Travel information

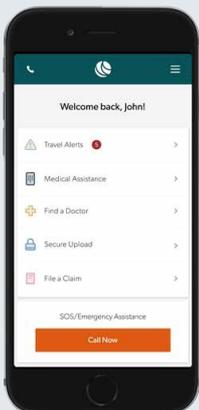
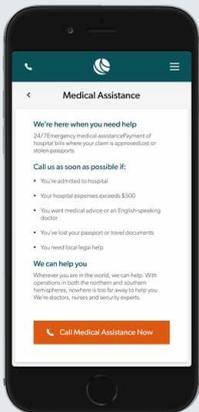


Knowledge and awareness are increasingly important for travellers. Our travel education for clients includes pre-travel briefings, visa passports and inoculation requirements, embassy referrals, travel advisories, weather and foreign exchange information, thus improving the travel experience and reducing the risk of incidents.

## Lifestyle



Our concierge service offers a personal assistant at the end of the phone for busy professionals and staff. From arranging restaurant bookings to lifestyle experiences, their aim is to improve your staff's comfort and wellbeing while travelling and to support your employee value proposition.



Travel Assist is our geo-aware travel app designed with the needs of the modern traveller in mind.

To help ensure the health, safety, comfort and wellbeing of your people before, during and after travel, Travel Assist includes:

- Automatic alerts with geo-located information delivered direct to their phones
- One-tap access to medical assistance experts on call 24/7
- Up-to-date health information specific to the location
- The latest country reports and how local conditions may impact travel
- Secure storage and easy access to travel documents
- Access to fast, accurate on-the-go claims processing.

For clients, Travel Assist makes it quicker and easier to locate and assist their people. Using GPS coordinates, accessed via the phone, we can pinpoint your travellers at any time. We can proactively communicate with customers, pushing potentially life-saving information direct to their phones or initiating contact to check on their health, safety and wellbeing.

**Travel Assist is available now.**



Each week,  
we receive over

**3,800**  
**CALLS FOR HELP**

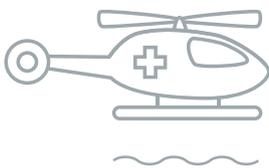


24/7, 365 days  
we're here to help  
**15.9 million**

TRAVELLERS IN OVER 200 COUNTRIES

80% of incoming calls are answered in

**LESS THAN 20 SECONDS**



Each year, we conduct over

**650** acute medical interventions  
and evacuations,

including some of the most complex medical  
retrievals of any assistance organisation

OUR GLOBAL TEAM OF OVER

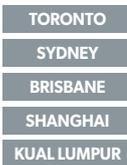
**200** staff

handle over

**45,000**

cases each year

Our five  
global  
contact  
centres:



are state-of-the-art,  
SCALABLE ASSISTANCE PLATFORMS  
backed up with a **robust**  
**business continuity plan**



## What our customers think

*"The way they dealt with me and the experience I've had with them has been nothing but positive. And they need to know that because of them it's going to get better. And that matters."*

AUSTRALIAN CUSTOMER, REPATRIATION  
FROM NEPAL

*"As a Mom, I cannot express my thanks and appreciation from my heart. Your company saved my son's life! He was in such critical condition and could have died at any time. Your quick action was just in time to save my son's life."*

AMERICAN CUSTOMER, MEDICAL EVACUATION  
FROM A CRUISE SHIP

# Six reasons we're different

**1 We're experts in our field.** We're a highly professional, dedicated and multilingual emergency medical assistance and support team. On call 24/7, we operate in a sophisticated triage, assessment and care model to quickly identify the best option for our customer.

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**2 Our footprint is truly global.** We can reach and help travellers, wherever and whoever they are. Our network includes reliable partners and preferred providers around the world and we are an integral part of the International Assistance Group.

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**3 The businesses we support are diverse.** From universities to state departments to multinational corporations across all types of industries, we tailor our programs to best suit our clients' needs.

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**4 Our internal systems are state-of-the-art.** Our infrastructure is scalable and backed by a robust business continuity plan, which means we continually deliver an effective and efficient response. Data security is a top priority for World Travel Protection and our systems support strict requirements to ensure security and compliance.

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**5 We offer a holistic approach.** For example, we know travel begins before you board and extends after you unpack your bags. So, our services cover pre-travel preparations (such as vaccinations) to post-travel needs (such as counselling).

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**6 Unafraid to take the lead, we always innovate.** That's why we were the first to send an aircraft and medical team to Nepal after the 2015 earthquakes. And why we developed the Travel Assist mobile app.





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