



Emergency Assistance

When things go wrong, we're here to help with our in-house, 24/7 Emergency Assistance team.

Speak to an expert

Our team of case managers, registered nurses and doctors operates 24 hours a day, 7 days a week, so travellers know they can speak to an expert anytime, no matter where they are.

We've got the right connections

We have a network of providers globally, to ensure our travellers have access to the best available medical care in your location. Our team are here to coordinate care with overseas providers.

When should travellers call Emergency Assistance?

We encourage our travellers to contact Emergency Assistance anytime they need assistance or guidance, whether medical or non-medical.

As a guideline, they should contact us if they're admitted to hospital, or if their overseas medical expenses are going to be more than \$2,000 – activating our services at this point means we can help ensure they receive appropriate medical treatment, and can start looking at other ways we can assist.



Call (outside Australia): **+61 3 8523 2800**
(we accept reverse charges)

Call (inside Australia): **1300 555 019**



Email: **travelassist@nib.com.au**

Supporting our travellers with:



Medical assistance and support:

From navigating language barriers and finding the nearest doctor and arranging medical transport, all with regular check-ins, we support our travellers every step of the way.



Payments direct to providers:

We can help pay for treatment with our providers after receiving an initial medical report for assessment to confirm up front cover.



Coordinating travel plans:

When our travellers urgently need help to get home or adjust their travel plans, the team liaise with travel agents and other services to get them on their way. From booking a new flight and extending accommodation to medical repatriation home with a medical escort.



Support for relatives at home:

We can help relieve that the stress for family members back home by keeping them in the loop as we work to keep travellers safe.