Corporate Protection Program Card

Your Corporate Protection Program card provides you with the only telephone number you will need to access assistance anytime, anywhere. Simply dial the number on the card and you will be connected to Customer Care. Reverse charge calls are accepted.

To help us to assist you promptly, please have the following information available when you call:

- Your Name
- Your Company Name
- The Customer Care Protection Program Number, printed on your card
- A return telephone number so we can call you back if we need to
- Your location
- The reason for your call.

Global Coverage

Customer Care is a member of the International Assistance Group, the largest assistance organisation in the world. With 46 alarm centres and a global network of correspondents and accredited providers worldwide, we will always be there to help you.

Customer Care
Level 2, 15 Mount Street
North Sydney NSW 2060
AUSTRALIA
p: +61 (0)2 9202 8222
f: +61 (0)2 9202 8220

Assistance Online China
Zendai Cube Edifice
7/F-58 Changliu Road
Pudong 200135
Shanghai CHINA
p: +86 21 6104 9500
f: +86 21 6104 9484
www.customercare.com.au

Customer Care Pty Ltd ABN 80 079 071 579

making the most of your membership
Making the Most of Your Membership

Welcome to the Customer Care Corporate Protection Program - chosen by your organisation because they care about your health and wellbeing - especially when you are away from home. The experienced Customer Care team will be available to help you prepare for any upcoming trips and look after you if you get into any trouble whilst travelling or living overseas.

Benefits At A Glance

Under the Corporate Protection Program, you are eligible to receive:

- 24/7 travel, security and medical information and assistance
- Access to our extensive global network of doctors, dentists, clinics, hospitals, air ambulances, security, travel and transport providers
- Urgent evacuation for medical or political reasons, including war or terrorism
- Up-to-the-minute global security information whilst travelling - online or sent by email or SMS
- Online resources to help you to prepare before you leave home, reducing the likelihood of illness or injury whilst overseas
- Telephone counselling services for expatriates and their families.

(Please check your membership card to confirm the specific medical or security assistance services available to you under your Corporate Protection Program.)

Before You Go

Visit: www.customercare.com.au and select the ‘members only’ tab to:

1. Check the security and health risks for the locations you will be visiting, including recommended and required vaccinations and other precautions that will help to protect you away from home.

   *If in doubt or if you have specific security or medical questions, call our medical and security teams at Customer Care or email assist@customercare.com.au.*

2. Sign up for alerts for the destinations and duration of your trip to stay informed by email or text message of any unexpected events that may affect your travel plans or personal wellbeing.

   You will need the Corporate Protection Program Number located on your membership card to access the ‘members only’ area of the website.

When Travelling

If you need assistance, contact Customer Care on +612 8904 5686 any time, day or night to:

- Speak to a nurse or doctor about a medical condition
- Help locate the most suitable doctor, dentist or other medical facility in your location
- Monitor your condition if you are sick or injured
- Receive advice on delayed baggage, cancelled connections, or industrial action
- Receive help with lost passports or credit cards
- Obtain security advice on your personal safety
- Find a local legal service
- Access telephone counselling to help you or your family cope with settling in to a new location overseas.

FAQs

What Number Should I Call?

Call the phone number on your Corporate Protection Program card:

Country exit code + 61 + 2 + 8907 5686
Reverse the charges, if necessary.

When Should I Call Customer Care?

If you fall sick, are injured, concerned about your personal safety, or require advice/assistance regarding anything to do with your travel, you should call Customer Care immediately on +612 8907 5686 to:

- Notify us if you have been unexpectedly injured or are in hospital
- Arrange hospitalisation
- Arrange a transfer if the local facilities are inappropriate
- Arrange a medical repatriation to get you home if you are unable to continue your trip
- Arrange payment guarantees for medical expenses
- Provide help if your personal safety is at risk
- Request assistance in a major crisis or catastrophic event
- Contact your family or employer to keep them informed.

What If I Need To See A Doctor?

Contact Customer Care as soon as possible and we will help you to find the nearest, most appropriate, English-speaking medical practitioner. In key locations where the quality of medical care is very variable, Customer Care has selected the best available medical practitioners to look after the needs of expatriates and corporate travellers. These selected clinics will accept your Corporate Protection Program card and we will arrange payment directly on your behalf.