

## Emergency traveller assistance for students on University-provided international travel insurance

**Important:** *this information is only for students whose travel meets the eligibility requirements for University-provided travel insurance: i.e. travelling on funded official university business, or whose travel is registered and approved on the Via TRM system.*

### Contact details: Allianz Global Assistance

24 hours a day, 365 days a year worldwide assistance

|                                |  |
|--------------------------------|--|
| Call (costs reimbursed)        | +64 9 486 9025                                     |
| Email (for non-urgent queries) | <a href="mailto:help@faops.com">help@faops.com</a> |
| Policy Number                  | 766600066  |
| Policy Name                    | University of Auckland                             |

Should an unforeseen event or emergency happen while overseas, travellers have access to 24/7, worldwide assistance and support\*. Examples of the types of medical and security services include:

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Medical advice</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Referral to local doctor/hospital</li> </ul>          |
| <ul style="list-style-type: none"> <li>• Claims advice</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Emergency cash and medication</li> </ul>              |
| <ul style="list-style-type: none"> <li>• Lost document advice and liaison with embassies</li> </ul> | <ul style="list-style-type: none"> <li>• Assistance with claims for delayed luggage</li> </ul> |
| <ul style="list-style-type: none"> <li>• Multi-lingual and interpreting services</li> </ul>         | <ul style="list-style-type: none"> <li>• Emergency evacuation</li> </ul>                       |
| <ul style="list-style-type: none"> <li>• Contact family members/message relay</li> </ul>            | <ul style="list-style-type: none"> <li>• Travel information and advice</li> </ul>              |

### Travel Risk Assistance App

The 'Travel Oracle' app is provided by Allianz Global Assistance's specialist security advisor, Healix. The app features include:

- Travel risk advice by country
- Real time alerts on breaking news globally
- A 'mayday alert' – one button to send an immediate call for help
- Access to e-learning safety courses
- Storage of key traveller documents

For instructions on installing the app, registering as a new user and for more information on the features, please see the [Emergency Assistance App Guide](#).

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\* *Cancelled flights do not qualify as emergency medical security travel assistance – contact the travel provider that booked your flights for assistance.*

The Ministry of Foreign Affairs and Trade (MFAT) [Safe Travel Website](#) is the official source of travel risk advice for New Zealanders travelling internationally. Please check your destination prior to departure.

All University travellers who are New Zealand citizens/permanent residents are recommended to register their international travel details on the [Safe Travel website](#).

## Payment

This services is available free of charge when on international travel that meets the eligibility requirements of University-provided travel insurance.

Sometimes a small, up-front payment is required by a medical provider before treatment, e.g. GP appointment fee. The best option may be to pay and claim. As soon as you experience a medical/security incident it is recommended you contact Allianz Global Assistance who will be able to assist you.

## Emergency Traveller Tracking

If your travel is registered on Via TRM, please ensure you have added your up-to-date itinerary.

Travel information on the Via TRM system will be shared with the University's emergency service provider, who will follow up with travellers who are in the vicinity of major incidents to confirm their safety.

Travel booked through the University's Travel Management Company will automatically appear in the traveller tracker tool.