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 under the University student activity travel insurance terms & conditions. This includes those travelling on official funded university business, or whose travel is registered and approved through the Student International Travel Registration Form. This excludes students studying on programmes of a semester length or longer.

Contact details: Allianz Global Assistance
24 hours a day, 365 days a year worldwide assistance

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<thead>
<tr>
<th>Call (costs reimbursed)</th>
<th>+64 9 486 9025</th>
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<tbody>
<tr>
<td>Email (for non-urgent queries)</td>
<td><a href="mailto:help@iaapps.com">help@iaapps.com</a></td>
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<tr>
<td>Policy Number</td>
<td>766600054</td>
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<td>Policy Name</td>
<td>University of Auckland</td>
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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:

- Medical advice
- Referral to local doctor/hospital
- Claims advice
- Emergency cash and medication
- Lost document advice and liaison with embassies
- Assistance with claims for delayed luggage
- Multi-lingual and interpreting services
- Emergency evacuation
- Contact family members/message relay
- Travel information and advice

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.

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.

*Cancelled flights do not qualify as emergency medical security travel assistance – contact the travel provider that booked your flights for assistance.*
Payment
This service is available free of charge when on international travel that meets the eligibility requirements of University-provided travel insurance under the University student activity travel insurance terms & conditions.

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
Please ensure you have provided your up-to-date itinerary through the Student Travel Registration Form well in advance of your departure, and send through any significant changes to your itinerary, or new flight/rail/accommodation bookings through the Additional Travel From.

Travel information through the Student Travel Registration Form 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.