



ace insurance

HOW TO USE YOUR ACE ASSISTANCE CARD



In the event of an Emergency:

Call the ACE Assistance number on your Card reverse charges and advise:

1. **Name**
2. **Policy Name**
3. **Policy Number (only if known)**
4. **Contact Number**
5. **Nature of Assistance Required**

The telephone number to call is:

Australia: 61-2-8907-5995
(Reverse Charges accepted)

The website address is:

www.aceassistance.com

ACE Assistance provides the following services:

- Emergency Medical Assistance and Advice
- Evacuation or Repatriation if necessary
- Liaison and case management with your hospital/medical provider
- Liaison and case management with ACE Insurance.
- Pre-travel advice
- Assistance in replacing a lost or stolen passport
- Legal assistance
- Assistance in tracing delayed or lost luggage
- Verification of Medical Insurance to Medical Providers
- Guaranteed payment of Medical Services to Providers
- Emergency medical advice 24 hours per day
- Assistance in arranging medical appointments and hospital admission (if medically necessary)
- Advice and information on the location of physicians, hospitals, dentists and dental clinics worldwide
- Delivery of essential medicine where necessary (to Insured's cost)
- Repatriation of Mortal Remains

Note: if you need assistance or think you will need assistance, please inform ACE Assistance promptly. Do not try to solve the problem without involving the experience of ACE Assistance as this may prejudice your right to claim assistance or reimbursement.



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MEDICAL ASSISTANCE

1. Telephone Medical Advice

ACE Assistance will arrange to provide medical advice to the Members over the telephone.

2. Medical Service Provider Referral

ACE Assistance will provide the Members with information about physicians, hospitals, dentists and dental clinics worldwide.

3. Arrangement of Appointments with Doctors

ACE Assistance will assist members in arranging appointments with general practitioners or specialised doctors, if medically necessary.

4. Arrangement of Hospital Admission

If the medical condition of the Member is of such gravity that hospitalisation is needed, ACE Assistance will assist the Member by arranging for hospital admission.

5. Monitoring of Medical Condition when Hospitalised

ACE Assistance doctors will monitor the Member's condition when being hospitalised.

6. Delivery of Essential Medicine

ACE Assistance will arrange to deliver to the Member essential medicine or drugs when such medicine or drugs or local equivalent are not available at the Member's location. ACE Assistance will not pay for the costs of such drugs or medicine and any delivery costs thereof.

7. Arrangement of Emergency Medical Evacuation

ACE Assistance will arrange for the air and/or surface transportation, medical care during transportation, communications and all usual ancillary services required to move the Member to the nearest hospital where appropriate medical care is available.

8. Arrangement of Emergency Repatriation

ACE Assistance will arrange for the return of the Member to Australia following an emergency medical evacuation for subsequent in-hospital treatment.

9. Arrangement of Repatriation of Mortal Remains

ACE Assistance will arrange for the transportation of the Member's mortal remains from the place of death to Australia or such other location as requested by the deceased Member's family and approved by the Subscriber or ACE Assistance will arrange for the local burial at the place of death as approved by the Subscriber.

10. Arrangement of Compassionate Visit

ACE Assistance will arrange for the return airfare for a relative or friend wishing to visit the member who was hospitalised outside the home country or usual country of residence.

11. Arrangement of Return of Minor Children

ACE Assistance will arrange for one-way airfares for the return of the minor children who are left unattended as a result of the accompanying Member's illness, accident or hospitalisation.

The above services (item 6-11) are charged on a case basis. ACE Assistance shall not be responsible for any third party expenses.



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TRAVEL ASSISTANCE

- 1. Pre-trip Information Services**
To provide information concerning visas and inoculation requirements for foreign countries worldwide.
- 2. Embassy Referral**
To provide the address, telephone number and hours of opening of the nearest appropriate consulate and embassy worldwide.
- 3. Lost Luggage**
To assist the Member who has lost their luggage while travelling outside their usual country of residence by contacting the appropriate authorities involved and providing directions for recovery.
- 4. Lost Passport**
To assist the Member who has lost their passport while travelling outside their usual country of residence by contacting the appropriate authorities involved and providing directions for recovery.
- 5. Emergency Travel Services Assistance**
To assist the Member in reservation/booking for airline and travel on an emergency basis when travelling overseas.
- 6. Legal Referral**
To assist the Member by providing the name, address, telephone number, and if requested office hours (if available) for legal practitioners and lawyers worldwide.
- 7. Emergency Message Transmission**
In the event of a hospital confinement or during an emergency, ACE Assistance will undertake to transmit urgent messages to the Member's family, if requested by the Member to do so.