

Protect your most valuable  
assets **overseas...**



and only pay for the days they are away

corporate protection program

**CustomerCare**<sup>™</sup>  
*always here when you need us*



## The Customer Care difference

Our pricing is tailored to your needs. If an employee travels just three days a year, that's all you'll pay for, instead of a flat annual membership.

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## Why Customer Care?

Customer Care is a recognised leader in international emergency assistance services, helping tens of thousands of world travellers and expatriates annually.

Customer Care is proud of its stellar customer service reputation. We are the assistance provider selected by over two million outbound travellers each year.

We are:

- Fully staffed 24 hours a day.
- A company with over 20 years experience in the assistance industry.
- A shareholder of the International Assistance Group which has 46 alarm centres in 33 countries.
- Able to assist in over 200 countries through our partners and agents.
- Transparent in all third-party service costs.
- Staffed by specialists who receive rigorous training.
- Housed in a state-of-the-art customer contact centre.



## Are your most valuable assets protected overseas?

In Australia, employers' duty of care obligations have become extremely onerous. In some circumstances, directors and senior managers can be personally exposed to large fines and criminal prosecution.

When sending staff overseas you are potentially exposing them to dangers that may not be present in Australia. After all, unexpected illness, injury, terrorist attacks or natural disasters can happen anytime. Customer Care's programs and experienced staff can help to mitigate the risk of overseas assignments and assist you in discharging your occupational health and safety obligations.

## We know what you need...

You may think your employees already have access to emergency assistance under an insurance policy. But think again. Insurance policies and their accompanying emergency assistance commonly exclude:

- Wars and rebellions
- Terrorist attacks
- Preexisting illnesses
- Alcohol/drug involvement
- Mental illness
- Failure to take reasonable care

Furthermore, our Corporate Protection Program is far more proactive in lowering risks than emergency assistance typically attached to travel insurance.

## Boost your reputation as a great employer

Your Customer Care Corporate Protection Program may save employees' lives. It's a program to be proud of and something to promote to current and prospective employees.

Key benefits for employees include:

- One point of contact 24/7
- Access to our extensive global network of clinics, hospitals, air ambulances, travel and transport providers
- Urgent evacuation for medical reasons
- Expert advice and evacuations for personal safety or political reasons
- Up to the minute global security information whilst travelling available online, by email or SMS
- Information to prepare your employees for travel, including vaccination requirements, disease outbreaks and pandemic alerts
- Preparation, advice and tips on keeping safe whilst travelling
- Psychological counselling to support expatriates and their families.



## Our services

### **24/7 Incident management**

Our experienced case managers look after your employees individually. After the initial contact, they will stay on the case until the problem is completely resolved.

### **24/7 Medical assistance**

Your employees will have access to experienced nurses, doctors and intensive care specialists with aero medical expertise.

In addition, Customer Care will:

- Monitor medical conditions
- Locate the nearest suitable medical clinic or facility
- Arrange hospital admissions
- Arrange emergency air ambulance evacuation
- Facilitate guarantee of hospital bills
- Oversee dispatch of medications or medical supplies.

### **24/7 Travel assistance**

When travel plans go awry, our expert in-house travel agency will help with:

- Visa requirements or extensions
- Lost or stolen passports, travel documents, credit cards or luggage
- Missed or cancelled connections
- Emergency travel arrangements if an employee needs to get home quickly
- Access to multilingual operators and interpreting services
- Emergency message transmission and emergency funds transfer
- Regular communication to employers and family.

### **24/7 Counselling services**

One of the most common causes for unsuccessful expatriate postings is due to feelings of isolation or alienation of the expatriate or their family. Specifically tailored to the needs of the expatriate, our telephone counselling service provides:

- Counselling for personal issues – occupational, domestic, social or other concerns arising from relocation overseas
- Access to psychologists and social workers
- Trauma support and counselling.

### **24/7 Personal safety intelligence**

Convenient access to vitally important health and security information:

- Global alerts published daily and delivered by email
- Ad hoc alerts as events unfold by email or text
- City security profiles for 135 cities and 185 countries.

### **24/7 Security advice and response**

If your employees are caught in a catastrophic event, we will assist with:

- Evacuation from crisis zones
- A natural disaster response
- Expert advice on how to minimize personal risk
- Establishment of a Crisis Centre where appropriate
- Postincident debriefing and counselling.

### **24/7 Traveller Tracking** (optional extension)

Customer Care's online Traveller Tracking allows your company to locate employees around the world based on their travel itineraries. This means we can:

- Proactively track and alert employees to danger whilst they are away
- Locate employees if the unexpected occurs
- Notify employees en route to the affected area
- Check on employees' safety if they're in, or close to, areas of danger.

# Keeping your costs low

There are four ways Customer Care keeps costs low for you.

## 1. You only pay for what you need

Our pricing is tailored to your needs. Other assistance companies charge annual membership fees for every employee regardless of how much they travel. With Customer Care, if an employee travels just three days a year, that is all you will pay for, instead of a flat annual membership.

Customer Care pricing is based on your business's annual projected travel days and the number of staff you have based overseas.

## 2. Straightforward case fees

On activation, we will only charge you a straightforward incident management fee based on the complexity of the case. General enquiries and referrals are included at no extra cost.

## 3. You only pay what we pay

We guarantee that all third-party costs are passed on to you at our cost. Unlike other assistance companies, Customer Care does not add mark ups or administration fees to third party costs.

## 4. Our buying power

Customer Care's buying power and global networks mean you pay less for high-quality services.

For example, we:

- Can bring down the cost of overseas medical bills by up to 60%
- Have preferential rates with our suppliers (hospitals, air ambulance etc)
- Access the massive buying power of the International Assistance Group, the largest assistance organisation in the world.

For further information on protecting your employees away from home or to talk about how Customer Care can assist you, please contact us by:

**Telephone:** + 61 (02) 9202 8222

**Email:** [enquiry@customercare.com.au](mailto:enquiry@customercare.com.au)

Or visit our **website** at [www.customercare.com.au](http://www.customercare.com.au) for more information.

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