



CUSTOMER CARE INBOUND ASSISTANCE SERVICES

Customer Care is the pre-eminent specialist emergency medical and travel assistance provider in Australia and New Zealand. Our experienced and dedicated team has been providing assistance for 13 years and many of our key staff have been in the industry for over 20 years. Customer Care is Australia's leading provider of emergency assistance services handling over 30,000 cases and around 400 medical evacuations each year.

Based in Sydney, Customer Care is uniquely positioned to provide assistance services to visitors from abroad. With 100 full time staff and experienced Australian trained nurses, doctors and specialists, our team has intimate knowledge of the Australian and New Zealand healthcare systems. Customer Care looks after the needs of inbound travellers for Europe Assist, Bupa and SOS International as well as our International Assistance Group (IAG) Partners.

Our Inbound Assistance Services

- Dedicated telephone number answered in your name, 24 hours a day
- Provision of emergency medical and travel assistance, round the clock

Including:

24/7 Medical Assistance

- Monitor medical conditions
- Assessment of patients' condition by Registered Nurse
- Locate the nearest suitable doctor, medical clinic, dentist or specialist
- Arrange doctor appointments, ambulance and hospital admissions
- Obtain medical reports and hospital records
- Manage emergency air ambulance evacuations
- Arrange for the customer's return to their country of residence
- Provide medical and non-medical escorts and equipment including portable oxygen
- Arrange for the return of mortal remains
- Facilitate guarantee of hospital bills
- Oversee dispatch of medications or medical supplies
- Keep you, your customer, family members, employer or travelling companions fully informed.

24/7 Travel Assistance

- Dedicated in-house travel agency
- Interpretation services for non-English speakers
- Assist with lost travel documents, money or luggage
- Obtain police reports
- Arrange private investigators with experience in insurance fraud
- Help with re-arranging travel for unexpected delays or early return home
- Emergency message transmission and emergency funds transfer.



Keeping Your Costs Low

With an experienced local provider to do all of the ground work on your behalf, Customer Care will ensure your customers receive excellent service, cost effectively.

Each incident will incur a single fee based on the complexity of the case and all third party expenses will be forwarded to you for payment **at cost with no mark up.**

About Customer Care

From its dedicated 24 hour emergency assistance centre based in Sydney, the experienced team of 90 full time staff including Registered Nurses, doctors, travel agents and experienced Case Managers ensures that travellers to Australia will receive medical, travel and security assistance services tailored to their needs. The Customer Care team and worldwide network of providers delivers high quality care and support services that are effective to address the individual traveller's situation, responsive to the traveller's condition and cost efficient for the insurer or the employer.

Customer Care is Australian owned and operated and has over 20 years experience in delivering emergency medical assistance. Customer Care doctors and nurses are highly skilled emergency medicine or intensive care specialists, all of whom have extensive experience in aero-medical retrieval. Additionally, all our doctors are practicing in the most respected Australian hospitals, and are up-to-date and current in their medical knowledge and experience.

This 24/7, single point of contact, communication and responsibility in Australia is the key factor critical to Customer Care's growth and success as Australia's leading travel and medical assistance organisation, and supplier of choice to major travel insurers and leading Australian and multinational organisations. It is central to Customer Care's core business and competency.

Customer Care also supports companies working in remote locations through a range of services including real time, remote monitoring of medical conditions over the internet and the supply of medical personnel, equipment and development of medical emergency response plans.

Contact Customer Care

Your customers will appreciate our local knowledge, expertise and being close at hand when they need us most.

Contact us for a quotation, today on +61 2 8907 5752 or by email to enquiry@customercare.com.au



Customer Care Inbound Assistance Case Fees

Customer Care charges the following case fees for inbound assistance cases.

Case Type	Fee Per Case	Description of Service
Simple Assistance case	\$200	Organising a doctor, dental or other medical appointment. Making payment for the visit and obtaining a medical report. Providing travel assistance such as assisting with lost or stolen baggage or documents or a cash advance.
Medium Assistance case	\$350	Out-patient cases including making more than one medical appointment, covering medical expenses, requesting medical reports for each and/or arranging ambulance services, taxi or accommodation in addition to a medical appointment.
Complex Assistance case	\$500	Inpatient cases including, but not limited to medical monitoring, obtaining medical records, arranging for ambulance services or ground transportation.
Medical Evacuation/Repatriation	\$2,000	Arranging a medical evacuation or repatriation by air ambulance or commercial flight with a medical escort including the return of mortal remains.

Fees are in Australian \$ and may be subject to GST at 10%