



# INTERNATIONAL SOS WHAT'S IN IT FOR YOU?

**Welcome to your Scholastic Membership  
McMaster University**



# WHO IS INTERNATIONAL SOS?

A NETWORK THAT WORKS AROUND-THE-CLOCK FOR **YOU**

## AT A GLANCE

- A presence in **92 countries** across five continents
- **27 Assistance Centres**
- Over **11,000 employees** and **92 offices**
- **99 languages** supported
- **1,400 doctors**
- **56 international clinics**
- **200 full-time security specialists**
- **5 Regional Security Centres**



WHAT SERVICES  
ARE AVAILABLE  
THROUGH YOUR  
INTERNATIONAL SOS  
MEMBERSHIP?

PRE-  
DEPARTURE

WHILST  
ABROAD

IN AN  
EMERGENCY



# WHAT SERVICES ARE AVAILABLE TO YOU?

## PRE-DEPARTURE

### UNDERSTAND THE MEDICAL AND SECURITY RISKS AT DESTINATION.

#### ➤ COUNTRY GUIDES

1. Visit [www.internationalsos.com](http://www.internationalsos.com)
2. Type in your membership number:  
27ACAS542132

#### ➤ EMAIL ALERTS

3. Keep you up to date with the latest developments around the world via subscribing to pre-trip email alerts.

The screenshot shows the International SOS website interface. At the top, there is a contact number (+1 215 942 8226) and a 'Member Log In' button. Below the navigation bar, the 'MyCompany' section is visible, featuring a search bar and a 'Search' button. The main content area includes a 'Welcome to the My Company Global Assistance Program' message, a video player, and several service links: 'Download the Assistance App', 'MyTrips', 'Membership E-Guide', and 'Emergency Record'. The page also displays 'EMERGENCY CONTACTS' and 'MEMBERSHIP BENEFITS'.

Destination: **Russia**

MEDIUM MEDICAL RISK

MEDIUM TRAVEL RISK

**HIGH TRAVEL RISK** for The North Caucasus republics of Dagestan, Ingushetia and Kabardino-Balkaria

#### MEDICAL CARE

Variable

Quality care available in major cities. Elsewhere standard is significantly lower.

#### FOOD AND WATER

Unsafe

Tap water unsafe to drink. Food in good quality restaurants and hotels usually safe.

# WHAT SERVICES ARE AVAILABLE TO YOU?

## PRE-DEPARTURE

ANYTIME. ANYWHERE.

- Download your **Assistance App**: [app.internationalsos.com](http://app.internationalsos.com) and monitor your mobile phone notifications
- Have your **membership card** with you wherever you go.
- Call an **Assistance Centre** for:

### MEDICAL QUESTIONS

- Do you need vaccination?
- Do you have to bring medicine?

AND/OR

### SECURITY QUESTIONS

- Which district to avoid?
- Which taxi company is safe?



INFORMATION, ADVICE AND REFERRALS ARE FREE OF CHARGE TO MEMBERS!

# HELPING YOU GET ON WITH YOUR TRAVEL

WHILST ABROAD

coups

lost wallet

common travel problems

extreme weather

threats

immigration & visa advice

routine issues

flu

typhoid fever

toothache

medical illness

doctor referral

can I drink the water?

vehicle accidents

hotel referral

travel-related infections

directions

lost wallet

air quality diarrhoea

airline delays

rural isolation

civil unrest

language and cultural barriers

can I use the local taxis?



LESS THAN 1% OF ALL OUR CASES  
RESULT IN AN EVACUATION BUT  
IF THE UNTHINKABLE HAPPENS...

IN AN EMERGENCY

- We monitor your situation and provide advice
- We handle all logistical arrangements
- We evacuate you to a safe area
- We evacuate you to a centre of medical excellence
- We help you stay in touch with your family
- We keep you informed every step of the way
- We organise repatriation of mortal remains
- We coordinate payment of medical fees when approved

# WHAT SERVICES ARE AVAILABLE TO YOU?

IN AN EMERGENCY

## CALL INTO AN ASSISTANCE CENTRE IF YOU FEEL UNWELL.

- We will provide you with immediate advice and recommendations.
- We can assist with arranging follow-up care or hospital admission.





# TRAVEL TIPS



1

Have the membership card in my wallet



2

Program an Assistance Centre number into my mobile phone



3

Download the Assistance App



4

Prepare for my trip by logging in International SOS website for pre-travel advice



5

Review required vaccinations



6

Subscribe to medical & security related email alerts regarding my destination



7

Call one of International SOS Assistance Centres anytime, anywhere



8

Ensure all passports and visas are valid and in a safe location



# TAKE AWAY TIPS



1

## International SOS membership card



Call our medical and travel security experts 24/7.  
Call for preventive or emergency enquiries.  
Call before, during and after travel or assignment.

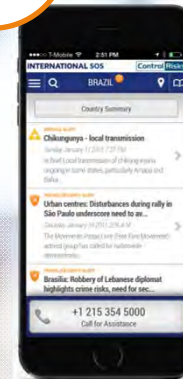
BALI	BANGKOK	BEIJING
+62 361 710 505	+66 2 205 7777	+86 10 6462 9100
CHINA	FRANCOIS	GENEVA
+971 4 601 8777	+49 6102 3588 100	+41 22 785 6464
HANOI	HO CHI MINH CITY	HONG KONG
+84 4 3934 0666	+84 8 3829 8520	+852 2528 9900
JAKARTA	JOHANNESBURG	KUALA LUMPUR
+62 21 750 6001	+27 11 541 1300	+603 2787 5126
LEONORA	MADRID	MANTUA
+44 20 8762 8008	+34 91 572 4363	+39 30 26870909
MOSCOW	NEW DELHI	PARIS
+7 495 9376477	+91 11 4189 8800	+33 155 633 155
PHILADELPHIA	SEOUL	SINGAPORE
+1 215 942 8226	+82 2 3140 1700	+65 6338 7800
SYDNEY	TAIPEI	TOKYO
+61 2 9372 2468	+886 2 2523 2220	+81 3 3560 7183

WORLDWIDE REACH. HUMAN TOUCH. [internationalsos.com/members](http://internationalsos.com/members)

Contact your manager

2

## International SOS Assistance App



Scan here to download

([APP.INTERNATIONALSOS.COM](http://APP.INTERNATIONALSOS.COM))

3

## Email alerts

INTERNATIONAL SOS ControlRisks

**Turkey: Istanbul: Avoid vicinity of Istanbul Ataturk airport following reported explosion**

**OVERVIEW**

- Level:** Special Advisory
- Location:** Istanbul - Turkey
- Category:** Explosion
- Active:** 28 Jun 2016 - 03 Jul 2016
- Event Date:** 28 Jun 2016

*Last Updated: 28 Jun 2016 19:17 (GMT)*

Members should avoid the vicinity of Istanbul Ataturk airport (IST) in Istanbul (Istanbul province) following unconfirmed reports of an explosion and subsequent gunfire at around 22.00 (local time). Further details to

Access via the portal with your membership number