

# DUAL ASSIST

Local Care.  
Global Reach.



SYDNEY | MELBOURNE | PERTH | BRISBANE  
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## Who is DUAL Assist?



Brought to you by  
**aai** Australia



DUAL Australia has partnered with AAI Australia to provide 24/7 integrated Emergency Medical, Travel and Security assistance to organisations and travellers around the world. Our trusted and dedicated team works day and night, 24-hours a day, 365 days a year to help and protect travellers and expatriates whilst they are away from home.

Established in 1998, AAI has offices in Australia, Malaysia, Thailand, Indonesia, Philippines, Singapore, Hong Kong, Korea & Taiwan. With 24 hour state-of-the-art contact centers in each location, AAI is equipped to provide efficient and compassionate assistance when it's needed most. The Group teams of dedicated and knowledgeable personnel provide practical solutions for Emergency Medical, Travel and Security Assistance Services.



### Around the clock & around the world, we're there for you

## Global Support

AAI is a member of International Assistance Group (IAG), a consortium of assistance companies around the world providing "Local Partners, Global Solutions". The combined expertise of the partners within IAG provides AAI with access to unrivalled resources and capabilities anywhere in the world to obtain true global reach. Through IAG, AAI has 30 partners throughout the world, ensuring a global network of multilingual operations staff, medical and security professionals are only a phone call away.



## The DUAL Assist Promise

*“Our commitment to you is to provide responsive and compassionate assistance when it's needed.”*

- We listen to your needs
- We are only a phone call away
- We are committed to assist you wherever you may be 24/7
- We are passionate and fervent in our responsibilities
- We act with high integrity and dedication
- We take personal accountability and ownership
- We are compassionate and caring
- We excel in our service
- We work with our clients to provide flexible and innovative solutions
- These services are included in your DUAL policy



### Emergency Medical Assistance

From routine medical checkups to sudden illness or injury, we source in-depth local knowledge of healthcare systems and resources available worldwide. Monitoring and control of standards and cost are the main focus in delivering the highest quality services for our clients. From the first call made to the final provision of service, our team customises each step that is best suited for the client in accordance to the health and safety of the individual at hand.

Services include:

- *Medical evacuation and / or repatriation*
- *Repatriation of mortal remains*
- *Medical monitoring*
- *Arrangement of hospital guarantees*
- *Medical referral and advice*
- *Emergency message transmission*
- *Return of dependant children*
- *Dispatch of essential medication not available locally*



### Travel Assistance

Our goal is to minimise the stress of travelling away from home. We are available to provide travellers with a wide range of information relevant to their trip.

If we can help, we are just a phone call or email away:

- *Vaccination and visa information*
- *Missed and delayed flights bookings*
- *Lost passport assistance*
- *Legal firm referral*
- *Lost or delayed luggage assistance*
- *Interpreter referral*
- *Consulate and embassy details*
- *Foreign exchange information*
- *Emergency cash advance*
- *Security warnings*



## Security Assistance

Business travellers often have to work and travel to destinations that can be hostile, sensitive or even unfamiliar, putting travellers, expatriates and business units at risk. Through the brand name of Global Secure, AAI's security experts with over 19 years of experience are able to provide emergency security assistance, travel risk management and protection services for travellers, expatriates and business units across all industry sectors.

DUAL Assist's Security Services include:

- *24/7 Crisis Response Call Centre*
- *Global Travel Security Risk Management Services (TSRM) including: political and economic conditions, security issues, travel logistics, terrorism analysis, government advice relating to the country, airport information, cultural tips, health issues and emergency contact information in-country*
- *Global Email/SMS Alerts and Bulletins*
- *Security and Natural Disaster Evacuation and Crisis Response*
- *Incident Assistance and Monitoring*
- *Security Consultancy and Training Services*
- *Pandemic Support*
- *Extortion, Kidnap and Ransom Support*

Through Global Secure, we act as your "Duty of Care" enabler for you and your organisation wherever you are.



## Security & Risk Management Services

Securing your business from operational risks is a first priority for any organisation. Losses of life, intellectual property, physical assets and reputation can have a devastating and lasting impact on a business.

Global Secure are recognised as a leading provider of crisis response and assistance services including:

- *Risk assessment of any work activity*
- *Controlling, monitoring and mitigating such risks*
- *Communicating the risks to all persons involved*

Intelligent risk solutions, securing your piece of mind.



## Additional Services available outside the DUAL policies

AAI has a range of additional services available which may be of interest to our insureds.

- *Traveller Tracking*
- *Political and Security Analysis*
- *Security and Risk Threat Assessments*
- *Crisis Management Assistance and Planning*



Access to online advice and smartphone app is included in our policy