Arch | Insurance

Emergency Assistance Procedure

Arch Assist have partnered with "World Travel Protection to provide emergency assistance to our clients. They are, available 24 hours a day, 7 days a week."

What do we cover?

Medical claims

Should a COVERED PERSON become unwell or unsafe overseas and requires assistance please call Arch Assist to ensure you are getting the best help available. If evacuation is required, you must ensure you contact OUR assistance company prior to evacuation. A failure to contact Arch Assist may result in expenses relating to the evacuation not being paid. Minor Incidents do not need to be reported unless hospital admission or evacuation is required. Arch Assist may also be contacted for general medical and security enquiries. You may wish to contact them for advice on an existing Medical Condition or the best way to obtain Medical Treatment in a certain country.

General Claims (if applicable)

For Baggage, Money or other claims, it is important to report the incident to the relevant authority i.e. Police, Airline etc. and obtain written verification from that authority as soon as possible. please ensure you submit all supporting documentation (statements, receipts, valuations, accounts etc.) with a fully completed claim form.

Emergency Assistance Protocol

1. Contact Arch Assist on the following Telephone Number: +61 (0)3 9828 1450 or +61 (0)2 8907 5631 The telephone number includes a country code, therefore if you are situated in that country the code will not be required. However, you WILL need to dial the exit code to allow you to dial out of the country you are situated in.
   Your operator will, upon welcoming you, triage the assistance required.

2. Your Arch Assist Case Manager will ask you the following:
   a. Your contact details to ensure they can re-connect if contact is lost
   b. Whether the person seeking assistance is insured under the Policy
   c. POLICY HOLDER name
   d. Policy Number
   e. Reason for Assistance (what help do you require)

3. The following details of the person requiring assistance will be required:
   a. Name
   b. Age
   c. Nationality

4. The following details of the Caller (if not the person requiring assistance) will also be required:
   a. Name
   b. Location
   c. Relationship to person requiring assistance
   d. Telephone Number

5. You will need to provide the location of the person requiring assistance, including:
   a. Country
   b. Area
   c. Address
   d. Telephone Number including Country and Area Codes

Pursuing Better Together®