

Emergency Assistance Procedure

Keystone 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

Call Keystone Assist to ensure you are getting the best help available if a COVERED PERSON becomes unwell or unsafe overseas and requires assistance. It is important to contact Keystone Assist prior to any required evacuation. A failure to contact Keystone 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. Keystone 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)

It is important to report any incident relating to baggage, money or other claims as soon as possible to the relevant authority (ie. police, airline, etc.) and obtain written verification from that authority. Please ensure you submit all supporting documentation (statements, receipts, valuations, accounts, etc.) with a fully completed claim form.

Emergency Assistance Protocol

1. Contact Keystone Assist:
by telephone if **in Australia: 02 8907 5652**
by telephone if anywhere **outside Australia: +61 02 8907 5652**
online: assist@worldtravelprotection.com
2. Your Keystone Assist Case Manager will welcome you and ask 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 needing assistance will be required:
 - a. name
 - b. age
 - c. nationality.
4. The following details of the caller (if not the person needing assistance) will also be required:
 - a. name
 - b. location
 - c. relationship to person needing assistance
 - d. telephone number.
5. You will be required to provide the location of the person needing assistance, including:
 - a. country
 - b. area
 - c. address
 - d. telephone number including country and area codes.