

Fact Sheet

How to seek Travel Assistance

Travel with confidence knowing support is always within reach. Whether you need assistance during your trip or want to be prepared before you go, this guide shows you how to quickly access help when you need it most, all powered by our medical and travel assistance provider - **Europ Assistance**.

Before you leave

- Save the [Overseas Emergency Assistance Hotline](#) in your phone
- Keep key information handy in case you need support:
 - a. Name listed as policyholder
 - b. Policy number
 - c. Contact number
 - d. Current location

When travelling

Overseas Emergency Assistance Hotline



Call **+66 2649 1699** from anywhere in the world for:

- 24-hour Medical & Emergency Assistance
- 24-hour Travel & Inconvenience Assistance

Services Highlighted

Medical Assistance (24/7)

- Telephone Medical Assistance
- Medical Service Provider Referral
- Arrangement of Appointment with Local Doctor for Treatment
- Flight Delay Assistance
- Arrangement of Emergency Medical Evacuation/Repatriation

Travel & Inconvenience Assistance (24/7)

- Inoculation and Visa Requirement Information
- Consular or Embassy Referral
- Interpreter Referral
- Lost Luggage/Personal Effects Assistance
- Lost Passport/Travel Document Assistance
- Flight Delay/Interruption Assistance

About Europ Assistance

With over 60 years of experience, Europ Assistance is a trusted global leader in travel and medical assistance.

Support is available 24 hours a day, 7 days a week, across multiple locations worldwide - ensuring help is always within reach when it is needed most. In Asia, Europ Assistance is a leading provider of travel assistance, supported by a network of 5,000+ medical and travel professionals ready to respond.

Wherever travel takes place, assistance is provided by experienced professionals focused on delivering safety, confidence, and care.



5,000+ Medical Travel Assistance Experts

located in 39 multi-lingual assistance centres globally.



400+ Global Team of Doctors & Nurses

healthcare professionals specialising in travel and emergency.



Strategically Located Providers

750,000+ providers across the largest worldwide proprietary integrated medical network.

Support you can trust



5,000+
hospitalisations
managed

12.2M
travel interventions
worldwide
(1 intervention
every 3 seconds)



3,000+
repatriations, including
medical escort
(3 air ambulances per day)



7,000+
hours of medical evacuation
flight time per annum



Europ Assistance data as at October 2025.



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