

INTERNATIONAL MEDICAL GROUP®



TRAVEL ASSISTANCE SERVICES



GLOBAL
peace of mind®





UNDERSTANDING YOUR NEEDS. EXCEEDING YOUR EXPECTATIONS.

Since 1990, IMG has provided global benefits and assistance services to millions of customers in nearly every country. We're committed to being there with our customers wherever they may be in the world, delivering superior support and assistance in times of need. With 24/7 medical and security management services, multilingual staff, claims administrators, and knowledgeable customer service professionals, IMG is confident in its ability to provide the solutions international members need, backed by the services they want.



Meet duty of care obligations with confidence. With a spectrum of corporate programs that span assistance, insurance, cost containment, and claims administration, and with unique offerings like an emergency hospitalization benefit, IMG is the outcome-focused partner you can trust to care for traveling and multinational employees.

Global support when your employees need it. With offices and partners across the globe, IMG provides the support you need, when you need it. In fact, it's our corporate mission to be there to protect and enhance your health and well-being.

Comprehensive solutions, simple setup. We strive to make the complex variables associated with risk and human resource management simple for employers and employees. Examples include custom service level agreements, real-time performance tracking, and digital member tools to make implementing and managing your custom program easy.

Small company feel, large company resources. IMG combines a personalized, empathetic approach with experience delivering highly customized assistance services that help you meet duty of care requirements, backed by Sirius Group, a \$2.6B industry leader with an A- rating.

Security assistance and technologies. IMG, through its global partnerships, provides employees with automated alerts about potentially disruptive local events and relevant information to help you and your teams prepare for, monitor, and respond to potential travel risks.

Service without obstacles. IMG has extensive experience dealing with complex, dangerous, and remote medical transport and assistance. Our team of international, multilingual specialists are accustomed to working in multiple time zones and with multiple languages and currencies. Our global reach means we can work without barriers.



[Click to watch
Mark's story](#)

"IT SAVED MY LIFE, AND IT COULD SAVE YOURS TOO."

-MARK KOGELMANN, IMG MEMBER,
REGARDING 24/7 MEDICAL MANAGEMENT SERVICES

W O R R Y L E S S . E X P E R I E N C E M O R E .



EMERGENCY MEDICAL TRANSPORT SERVICES

In a medical emergency, IMG offers several different customizable options to ensure the best approach for your company. IMG also helps contain program costs and coordinates communications across borders every step of the way home.

Emergency Medical Evacuation & \$25,000 Emergency Hospitalization*

Medical Repatriation

Repatriation of Mortal Remains

Dispatch of Physician

Return of Dependent Children,
Traveling Companion, and/or Remains

Vehicle Return

Visit of a Family Member or Friend

* Available only in conjunction with a qualified Medical Evacuation



MEDICAL ASSISTANCE SERVICES

The healthcare industry can be difficult to navigate from home, let alone overseas. With IMG Medical Assistance Services, your employees can leverage our team of multilingual customer care specialists, nurses, and doctors to coordinate, manage, and deliver the right medical services and support for every circumstance.

Convalescent Arrangements

Cost Management

Direct Billing

General Medical Advice

Medical & Dental Referrals

Medical Monitoring

Medical Payments

Mental Health Assistance

Outpatient & Inpatient Care

Prescription Transfer

Replacement of Medical Devices

Nurse Line

Teleconsultation

Telephone Interpretation



SECURITY ASSISTANCE SERVICES

Security and safety may be an employee's biggest concern while away from home. Give your employees timely, helpful, trip-specific security advice before traveling, as well as hands-on guidance in the event of safety threats.

Political Evacuation

Natural Disaster Evacuation

Traveler Tracking

(evacuation can be indemnified)



TRAVEL ASSISTANCE SERVICES

Travel incidents can range from slightly inconvenient to severely disruptive. IMG's Travel Assistance Services offer the right mix of technology, customer service, and custom communications to help keep traveling employees safe, healthy, and connected.

Consulate and Embassy Location

Emergency Cash/Bail Assistance

Legal Referrals

Lost Luggage and/or Document Assistance

Travel Intelligence Portal

Urgent Message Relay

Identity Theft Services

INTERNATIONAL MEDICAL GROUP®

TRAVEL RISK
MANAGEMENT

This is only a summary of the services offered. The actual services will be provided in a definitive agreement between IMG and the client.

INTERNATIONAL MEDICAL GROUP®
TRAVEL RISK
MANAGEMENT

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