



# International SOS Assistance Centres Support via Call and Chat



# 24/7 Access to Care and Support



Available via multiple channels for your entire organisation - all included within your subscription.

Easy access to a local Assistance Centre, in an emergency and for non-urgent advice.



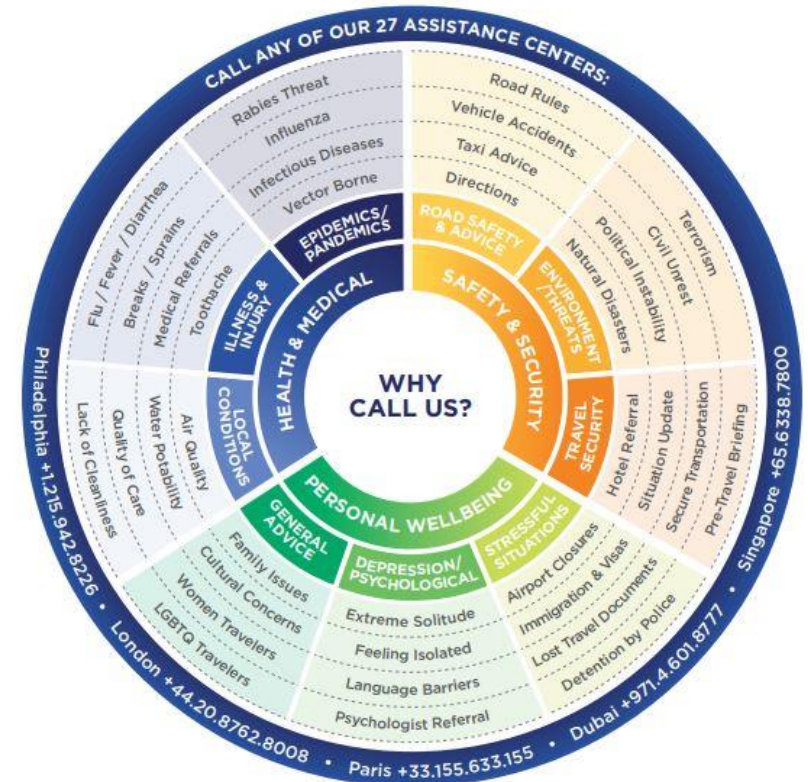
## Assistance Centre

- 27 Assistance Centres across the world
- 99 languages supported
- 103,000+ providers within our network of experts

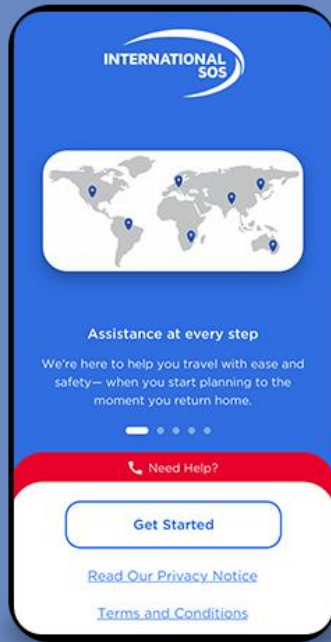
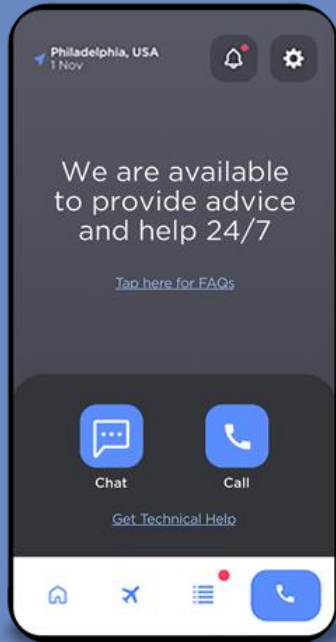


## Assistance App

- Mobile access to our Assistance Centres
- On-the-go support, no matter where your people are
- Available via call and chat



# Accessing the Assistance Centre via the Assistance App



## Access Live Chat 24/7...

Travellers can 'chat' with the Philadelphia Assistance Centre via Live Chat anytime of day, no matter where they are located.



## or call anytime, from anywhere

Easily connect with any of our 27 global Assistance Centres with the tap of a button – directly from the Assistance App.



## ...even if you're not logged in

Travellers can call an Assistance Centre from the login screen of the App for immediate support – even if they are not logged in.

# Background & Use Cases

With the tap of a button, users can access the care, support, and advice they need via the Assistance App, mirroring the experience provided by calling the Assistance Centre.



## ASSISTANCE CENTRE SUPPORT

Chat with Assistance Centre experts real-time



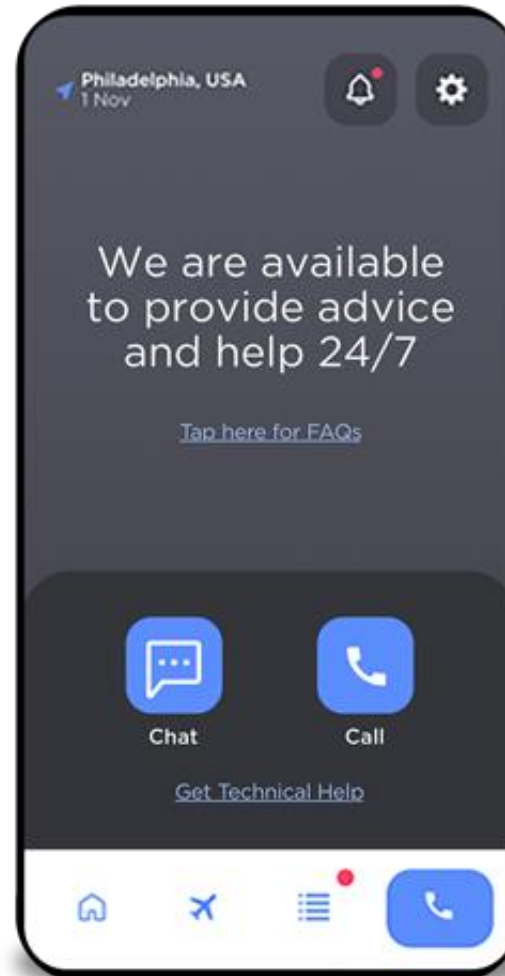
## SUPPORT FROM ANYWHERE

Reach our Philadelphia Assistance Centre no matter where you are currently located



## YEARS OF EXPERIENCE

Available to US-based clients since 2017



## WHEN YOU CAN'T CALL

Utilise when you are in a public place, using public transportation or in the middle of an all day conference.



## WHEN YOU PREFER TO TEXT

Chat is available for when calling may not be possible or comfortable, such as seeking care for a sore throat or an ear infection.



## FOR AN EXTRA SET OF EYES

Upload an image with your message so that our team may support you more thoroughly.



# Facts & Figures

Live Chat is currently available for US-based clients. Chat inquiries are handled by the same International SOS representatives that handle the Assistance Centre phone calls.



## RESPONSE TIME

Chat requests are accepted within 30 seconds.



## TYPES OF CASES HANDLED

Live Chat is best suited to support non-urgent medical and security advice needs, as well as outpatient cases.



## PROVIDING FURTHER SUPPORT

International SOS will call a traveller if a situation is deemed a crisis or urgent matter.



## GLOBAL ACCESS

Live Chat is available to all US-based clients, no matter where they are currently located in the world.



## MEETING TRAVELLER NEEDS

Students and travellers with English as a second language find Chat to be a channel where they can take their time in discussing their needs.

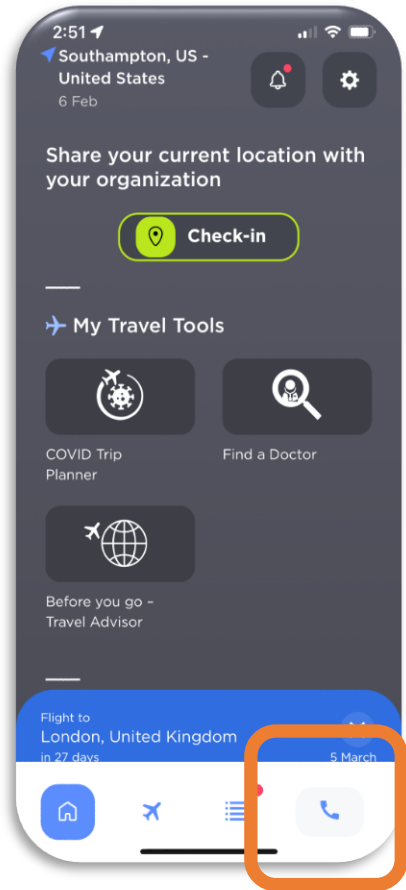


## 300,000+ USERS HAVE ACCESS

Over 300,000 travellers have registered credentials for the Assistance App, providing them with on-the-go access to Live Chat.

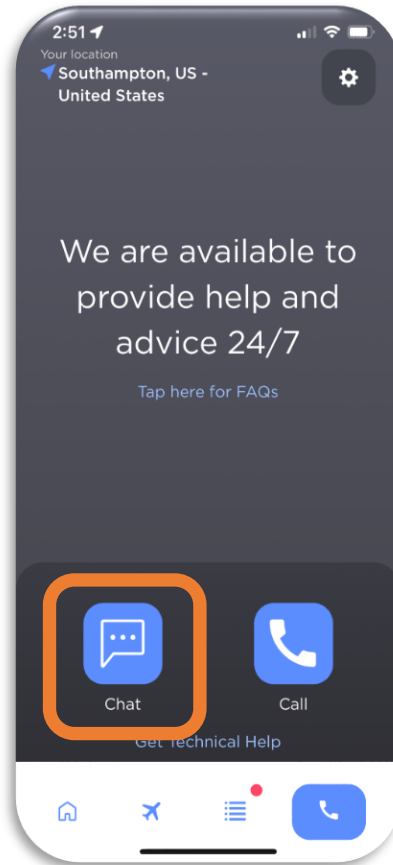
# Accessing Live Chat

1



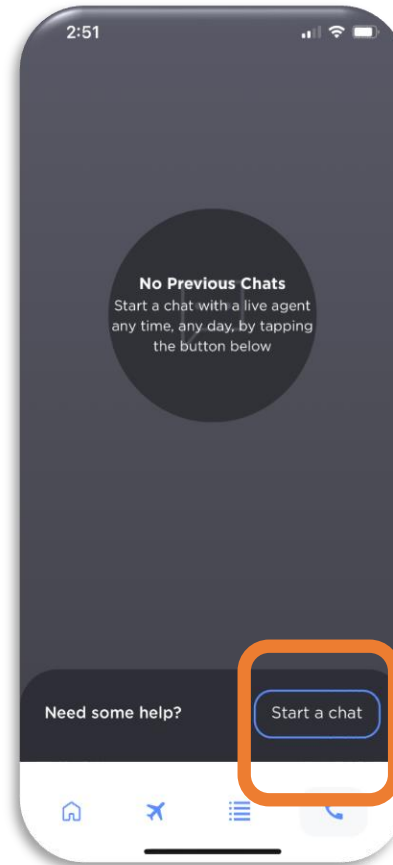
Tap the phone icon on the home screen

2



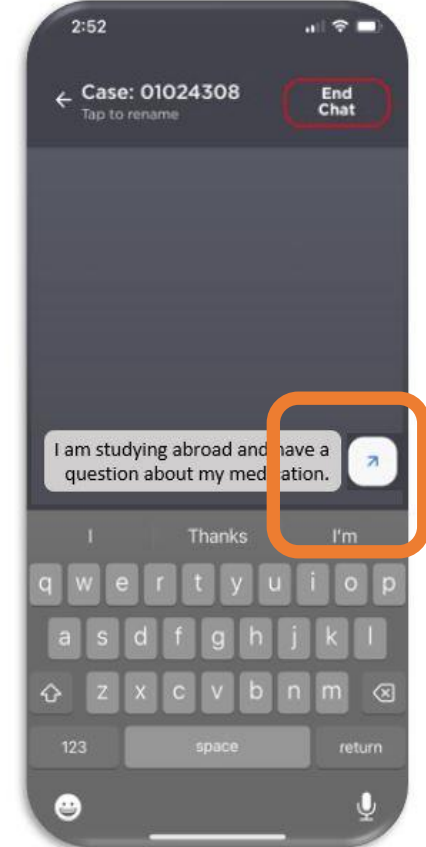
Select Chat

3



Tap 'Start a Chat'

4



Type message in the text box. Tap the arrow button to send



# International SOS Assistance App

Included **FREE** with your membership

Rated 4 out of 5 stars

