

MEDICAL AND SECURITY ASSISTANCE Frequently Asked Questions

What is the role of International SOS?

International SOS provides Schneider Electric business travelers and expatriates with quality health care and medical and security assistance services worldwide 24 hours a day.

How can International SOS help?

International SOS provides you and your family with assurance that you will be assisted during emergency situations that may arise during travel or international relocation. One phone call connects you to the International SOS network of multilingual specialists for immediate help. International SOS services are designed to help you with medical, personal, travel, security and legal problems when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

How does it work?

Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide International SOS Assistance Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card. If you do not have a card, you can print one on Schneider Electric dedicated communication portal:

- <http://security.schneider-electric.com/Global/SURETE/Sitemgr.nsf/HomePage?ReadForm&app=Security>
- <http://globalrisks.schneider-electric.com/Global/dra/en/sitemgr.nsf/HomePage?ReadForm>

What do I need to do to use the program?

In order to utilize any of the medical or travel services listed under [Membership Benefits](#), contact any [Assistance Center](#) from anywhere in the world by calling directly, calling collect or calling the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, gender and nationality
- Your International SOS membership number: **15AYTC000005** (use this code to access the Schneider Electric International SOS web site when using the web site)
- The telephone number from which you are calling (in case you are disconnected)
- Your relationship to the Schneider Electric employee (if the person calling is not the employee)
- Name, location and telephone number of the hospital, clinic or treating doctor (when applicable)

What if I have pre-trip questions about my travel destination?

In addition to calling the Assistance Center for any pre-trip questions you may have, you can access [Country Guides](#) from this website by using your International SOS membership number - 15AYTC000005. These comprehensive guides provide both medical and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.

Do I need to activate my membership?

No, your membership is already active. Simply carry the card in your wallet at all times while traveling. Whenever you need service, contact one of the emergency phone numbers listed on the back of the card. You do not need to report specific trip dates to International SOS each time you travel.

As an expatriate, do I need to extend my assistance and insurance coverage while I am on holidays?

No, you and your family will be covered 24/7 worldwide. International SOS will always assist you on a best effort basis whatever the country you are traveling to.

Moreover, all Expatriate's Spouses/Partner and also his/her dependent Children accompanying him/her during the entire period of expatriation have benefit of the assistance program.

As a Traveler, do I need to extend my assistance and insurance coverage while I am on holidays attach my Assignment?

For all Travelers Insured and their Spouse/Partner as well as his/her dependent Children accompanying him/her on the Assignment, covers shall continue to attach to Insured who extend their trip on a private basis up to a maximum period of 15 days.

Are my spouse and children covered under the International SOS program?

All Travelers Insured's Spouse/Partner and also his/her dependent Children accompanying him/her on the Assignment are covered under the International SOS program.

All Expatriate Insured's Spouses/Partner and also his/her dependent Children accompanying him/her during the entire period of expatriation are covered under the International SOS program.

What are Email Alerts?

You have the option to sign up for [Medical and/or Security Email Alerts](#). Medical alerts are issued when there is an unusual health risk that, in the opinion of International SOS medical professionals, may negatively impact travelers or expatriates visiting a specific country or region. Security alerts are issued when the combined team of security professionals from a joint venture of International SOS and Control Risks has identified a security risk in a specific country or region.

What do I do if my card is lost or stolen?

You can print the card on Schneider Electric dedicated communication portal. To avoid any problem of this kind, you can register your membership number and the telephone numbers of International SOS 'main assistance centers onto your own mobile.

What if I need a doctor?

The International SOS [Worldwide Assistance Centers](#) are listed on the back of your card. Call the International SOS Assistance Center that is nearest to you for a referral to a doctor who speaks your language.

What if I need a lawyer while overseas?

Call the nearest International SOS [Worldwide Assistance Center](#) for legal referrals.

What if I need prescription medication?

We can help if you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication. International SOS will, when permissible by local law, send the medication you need.

What if I am hospitalized?

Call the nearest International SOS [Worldwide Assistance Center](#). International SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery.

What if local medical facilities are not adequate?

If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from Schneider Electric's Health and Medical Services to evacuate you to a medical facility capable of providing the required care. A physician supervises evacuations, and when necessary, a medical specialist or nurse will accompany you during the evacuation. An air ambulance will be used when required.

What happens when I am released from the hospital and still need help?

When your condition is stabilized and International SOS has determined that it is medically advisable to bring you home or to a facility near your permanent residence, International SOS will again obtain approval from Schneider Electric and arrange the repatriation under medical supervision.

Will International SOS pay my medical bills?

After approval from Schneider Electric, International SOS will guarantee and pay all costs associated with your medical care. International SOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization.

What should I do if I am concerned about my security or in the event of a security emergency?

[Contact us](#) and a security specialist will assist you for both urgent and non-urgent situations.

What is security evacuation assistance and coordination?

We will assist you in the event of threatening situations such as civil and political unrest, insurrections, revolution and similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

You can visit [Travel Security Online](#).

What if I get injured following a terrorist attack?

International SOS will assist you in the event of any terrorist attack **on a best effort basis**. Even if the costs incurred are not covered by ACE Europe, International SOS will provide you with assistance services with prior approval of Schneider Electric Authorized Persons.

In the event of death...

International SOS will render all assistance possible to obtain clearances and arrange transportation for the return of mortal remains.

Does the assistance program and covers operate in case of terrorism acts, civil or foreign war?

Yes there is no exclusion for terrorism or war in your assistance program

However, International SOS shall not be held liable for failures or mishaps in the execution of the obligations resulting from cases of force majeure or events such as civil or foreign war, revolution, civil commotion, riots, strikes, seizure or distraint by the law-enforcement agencies, official prohibition, piracy, hijacking, explosion of devices, nuclear or radioactive effects or prevention due to climate.

How can I get any assistance servicing and / or any insurance covers?

What documents, receipts etc ... do I need to provide and send to get the insurance payment?

Just call one of the International SOS assistance centers :

| | |
|----------------|--------------------|
| ☞ Paris | +33 (0)155 633 155 |
| ☞ Singapore | +65 6338 7800 |
| ☞ Philadelphia | +1 (215) 942 8226 |

International SOS will provide you everything you need
to get paid for insurance
and deliver your assistance servicing

When do I need to report to get reimbursement of losses?

Forewarning as you must within 5 days report as cover shall not apply to any losses reported to International SOS after their occurrence unless you can prove that a case of force majeure prevented the loss from being reported within that period.

As a Traveler Insured, which documents to be supplied for any insurance covers?

Travelers must provide a copy of the assignment order and also a statement from Schneider Electric certifying that the Insured informed it that he/she would be accompanied by his/her Spouse/Partner and his/her Child or Children.

What documents and receipt do I need to provide International SOS for?

1. Travel Incidents
2. Loss, Damage, Theft or Destruction of Baggage
3. Cancellation or modification of a journey

For travel Incidents

You must supply with the originals of all the supporting evidence of costs generated by the aforesaid incidents.

For loss, damage, theft or destruction of baggage

- You must of necessity file a complaint for loss, damage, theft or destruction of baggage with the competent local authorities within a period of Twenty-Four (24) Hours following the date of the loss.

The original of the complaint receipt and also a detailed statement must be forwarded to International SOS within a maximum period of Ten (10) Days.

- You must of necessity submit a claim for loss, damage, theft or destruction of baggage to the carrier within a period of Twenty-Four (24) Hours following the date of loss.

The original of the complaint receipt and also a detailed statement must be forwarded to International SOS within a maximum period of (10) Ten Days.

In the event of the theft of baggage from the boot of his/her vehicle, the Insured shall be obliged to produce proof of the break-in (photograph of the damage, repair bill for the lock).

You shall be obliged to present to International SOS all the supporting proof enabling it to verify or assess the damage (photograph of the damaged baggage, bill) and also any document that the Insurer reserves the right to request.

In all cases, a letter specifying the date and place of purchase as well as the original invoice.

As regards valuable items and jeweler, it is imperative that the Insured presents to International SOS the original invoices, the original of the warranty certificate, the notarised deed if possession of these items is the consequence of an inheritance, and the valuation of an expert if these items were valued in the absence of an invoice.

For Cancellation or modification of a journey

You must forward to the Insurer the following documents:

1. The contact details of the travel agent.
2. A copy of the contract signed with the travel agent and also all the documents necessary for assessing the loss.
3. The precise reason for the cancellation and also all the necessary supporting documents such as, according to the nature of the event: the death certificate, proof of the family relationship linking you to the victim, the record of residence in the care establishment, a copy of the court summons, the original of the complaint receipt in the event of theft of papers or a copy of the loss advice in the event of severe damage at your home.