



LIU's global emergency assistance

What do we provide?

In a travel emergency - medical or otherwise - Liberty International Underwriters' (LIU's) clients have 24/7 access to our emergency assistance provider, Fullerton Health Corporate Services (Fullerton).

This emergency assistance is available anytime, anywhere in the world, at no extra charge.

In an emergency, call +61 2 9299 5390*

Fullerton's worldwide team of highly skilled assistance personnel, including medical professionals, provides round-the-clock medical assistance, travel assistance and advice, security assistance and intelligence, and claims support.

Medical assistance

LIU's clients have access to a global network of experienced health professionals and a range of medical facilities. In an emergency, the service helps with:

- location of the nearest suitable medical clinic or facility
- hospital admission and monitoring of the patient's medical condition
- emergency ambulance evacuation and repatriation
- guarantee of hospital bills
- dispatch of medications or medical supplies.

Travel assistance

LIU's clients have access to an expert in-house travel agency with multilingual operators that can help with:

- visa requirements or extensions
- lost or stolen passports, travel documents, credit cards or baggage
- missed or cancelled connections
- emergency travel arrangements
- access to interpreters
- emergency message transmission and funds transfer
- regular communication to the insured and close relatives.

Security assistance and intelligence

LIU's clients who are caught up in a catastrophic event have access to help with:

- evacuation from crisis zones
- natural disaster response
- security profiles for cities and countries
- 'locate and recover' services.

Travel advice

LIU's clients have access to <https://liu.bestwaythere.com> and the knowledge base, resources and information of Intelligent Travel, which provides:

- individual, trip-specific travel safety assessments
- travel health, safety and security profiles for trip destinations
- live, interactive digital maps
- continuous, detailed coverage of breaking news, safety and threat level ratings
- SMS and e-mail security alerts.

Fully integrated 24/7 claims support

LIU's clients benefit from Fullerton's dedicated Accident & Health claims management capability, which offers:

- custom-made online claims lodgement
- streamlined client claims experience
- prompt and transparent claims settlement
- the capacity to settle over 20,000 claims annually.

And finally, be prepared for an emergency

Please scan the codes below and save the contact details of our emergency assistance and claims provider to your smart phone:



Emergency assistance provider



Claims provider

Want to know more? For more information on LIU's Accident & Health products and the emergency assistance service we offer our clients, or to find out how to make a claim, visit www.liuaustralia.com.au/products/accident-health.

* A reverse charge facility available 24/7 from more than 60 countries means that no upfront payment will be required (with the exception of some public phones which may require a coin/card deposit for a dial tone).