

# Emergency Medical and Security Assistance

## +44 (0)1243 621066



24 hours a day, 365 days a year

For our joint protection telephone calls may be recorded and/or monitored

### Emergency Medical Assistance:

[Cega.Assistance@cegagroup.com](mailto:Cega.Assistance@cegagroup.com)

In the event of a medical emergency whilst overseas you should contact the service using the contact details above.

This service also provides 24 hour assistance with medical advice, treatment, or obtaining essential drugs or medication; payment of hospital bills and doctor's charges; emergency repatriation, including where necessary for a friend, family member or medical staff to travel with you.

#### Please remember

In the event of a medical emergency, it is important that you, or someone representing you, contact us without delay before you incur any substantial costs, since failure to do so may invalidate your claim under the company's travel insurance programme.


This service is operated by Cega Assistance.

### Emergency Security Assistance:

No matter where in the world you are travelling, if you believe you or an Insured Person is in a life threatening situation such as kidnap or unlawful detention whilst in a country or region outside your Country of Residence you must contact our security consultants using the contact details above.

Our leading security experts Solace Global Risk, will immediately assess the situation and make intelligence based decisions for you including offering immediate life saving advice, crisis management support, latest situation updates and where necessary in country support and evacuation services.

**Group Business Travel**  
Emergency Assistance



Under your Travel Cover the helpline number below provides access to Emergency Medical and Security Assistance.

**Helpline: +44 (0) 1243 621066**

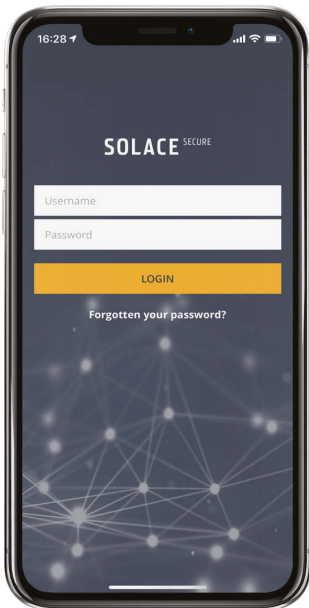
**Your Policy Number:**

When calling please have available a contact number, your Policy Number, your precise location and the name of any attending doctor.

# Aviva Travel Assistance Services

Powered by  
**SOLACE** GLOBAL

If you are insured under your employer's Business Travel policy, you have access to the Solace Secure desktop and app technology. This helps you prepare for a journey, offers real time global travel alerts and provides vital 24/7 medical and security assistance via an instant call button.



## How to register for Solace Secure

1. To get your log in details you must register via <https://solacesecure.com/aviva> or by scanning the QR code.
2. To register we will need your full name, email address, company name and the Aviva Business Travel policy number.
3. Once registered you will receive a welcome email from support@solaceglobal.com with your username and a link to set your password
4. You can then download the free App onto your mobile device by simply searching for 'Solace Secure' in the Apple App or Google Play store.



You can view the terms and conditions and privacy policies within the app before you sign up.

## Here are the benefits you can look forward to:

- **Medical and Security Assistance** – 24/7 emergency assistance, press the call button to reach the team who will be able to get you the support you need.
- **Alerts** – Receive global real-time alerts before and during a trip, categorised by risk type, level and location. Set up lock screen notifications or email alerts straight to your inbox for destinations of interest.
- **Country Reports** – Access detailed country reports to prepare for the country you are travelling to including general security related advice, country overview and health overview including Covid 19 intelligence.
- **Risk maps** – Detailed interactive map that shows country risk ratings and intelligence alerts in relation to your location.
- **A desktop version** is also available to use with all the same features.

