



## AonProtect assistance

helpline: +44 (0)20 7173 7797

website: [www.aonprotectassistance.com](http://www.aonprotectassistance.com)

## Your Assistance Card

### **Personal Accident & Travel Insurance Assistance Services**

Your AonProtect assistance card is attached and gives the telephone number and website address to contact for all the services shown. These are available 24 hours a day, every day of the year. This card is valid whilst your company Personal Accident & Travel insurance is placed with AonProtect. It should therefore be kept in a safe place.

# Personal Accident & Travel Assistance Services

This is a summary of the main assistance services. For further information go to [www.aonprotectassistance.com](http://www.aonprotectassistance.com) for a full list of the terms and conditions that apply.

## Assistance Services

- Counselling services
- Legal Advice
- Personal Tax Advice
- Medical Advice
- Bereavement advice
- State Benefit advice

## Additional Assistance Services

- **Secure document storage**  
Store important documents online for access in the event of loss or an emergency.
- **Second Opinion**  
A medical second opinion service for you, your partner and your children for certain pre-agreed medical conditions.

## Travel Assistance – before you travel

- **Country Information**  
Pre-travel information about the country you intend to visit.
- **Security Advice**  
Over 135 countries covered and details are updated by a team of impartial security analysts every day of the week.

## Travel Assistance – whilst travelling

- **Medical assistance**  
Medical expertise, air ambulance, local payment of hospital bills, drug replacement.
- **Non-medical assistance**  
Replacement of lost or stolen documents, lost luggage location, Interpreters.

## Security Advice & Services

SMS & email security alerts, personal security advice, identity theft guidance.

## Procedures

When calling the AonProtect assistance line from abroad, remember to use the correct UK dialling code for the country from which you are calling. Always advise i) your name ii) your Company name iii) the name of your Parent Company (if applicable).

## Non Emergency Claims - procedure

If you wish to submit a claim please contact Aon Underwriting Managers on Tel: 01737 783740 or email: [aum.claims@aon.co.uk](mailto:aum.claims@aon.co.uk). Claim forms can be obtained from our website [www.aum.aon.co.uk](http://www.aum.aon.co.uk)

Aon accepts no responsibility for any advice given or information provided by third party service providers.



THIS CARD IS VALID WHILST YOUR COMPANY PERSONAL ACCIDENT & TRAVEL INSURANCE IS PLACED WITH AONPROTECT. IT SHOULD THEREFORE BE KEPT IN A SAFE PLACE.

THE PASSWORD FOR THE WEBSITE IS THE LAST FOUR DIGITS OF THE TELEPHONE NUMBER SHOWN OVERLEAF.

Please remember to contact AonProtect Assistance before incurring any substantial medical, security or additional travel costs.

**WE REGRET THAT THE HELPLINE SERVICE CANNOT ANSWER QUERIES REGARDING DETAILS OF COVER IN FORCE. SUCH INFORMATION SHOULD BE PROVIDED BY YOUR COMPANY OR YOUR AON BROKER.**

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AonProtect assistance is arranged by ACE European Group Ltd:  
ACE Building, 100 Leadenhall Street, London EC3A 3BP.

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