



AHJ ASSIST

Extended risk management services

Going beyond duty of care

AHI Assist

Delivered to you in partnership with On Call International

At AHI, we are committed to standing by your side when things go wrong. That's why we partner with On Call International, a Tokio Marine company, to deliver AHI Assist, our 24/7 incident and emergency assistance service.

With On Call International (OCI), AHI's emergency assistance provider, your organisation has access to a dedicated team of travel, medical, and security specialists. Whether it's a lost passport, the need for an interpreter, a medical emergency, or responding to personal safety threats, political unrest, or natural disasters, our team is here to support you. When your people call AHI Assist, they'll speak to a real person, who provides expert advice and unwavering support.

AHI's experienced, in-house claims team works side-by-side with the OCI Asia-Pacific security and medical teams, providing a coordinated experience for both your organisation, and employees.

Our policies are designed to provide reliable support for your travelers and your business when it matters most. Our partnership with OCI goes beyond crisis response offering you extended services to help develop integrated travel risk management programs, including prevention and incident response plans to minimise risk.

This includes options to access additional medical and security risk management services, empowering you to prepare for, and respond to, unexpected challenges with confidence. Join millions of travellers and an array of organisations worldwide.

Contact your Broker or AHI Underwriter to learn more about how we can support your organisation with AHI Assist and OCI's extended risk management services.

What's included with AHI insurance policies*



24/7 Travel assistance

AHI Assist logistics professionals can swiftly resolve issues like lost passports or cancelled flights



Telehealth support

AHI Assist includes access to our telehealth service, providing access to medical professionals anywhere in the world.



Medical assistance

A team of experienced specialist doctors, nurses, and case managers are ready to provide international-standard medical advice and assistance.



Security assistance

AHI Assist security, crisis and resilience experts can assess your risk, provide advice or undertake a full-scale security evacuation to get your people home safely.

*Refer to policy wordings for all terms, conditions and waiting periods.





Going beyond duty of care

When tailoring cover options, AHI considers your organisations risk management strategies and mitigation tactics. When you leverage OCI's incident response services through AHI Assist, you gain access to a coordinated and comprehensive approach, supported by their extended travel risk management solutions.

In an ever-changing global risk landscape, which is more complex than ever, AHI and OCI offer added peace of mind and practical support. Organisations face increasing legal, financial, and ethical responsibilities to safeguard their people. At the same time, employees are also more risk-aware, expecting employers to have their safety, not just physically, but also financially and psychologically, top of mind.

AHI and OCI support organisations of all sizes, including those operating in high-risk, highly regulated industries or those with unique travel destinations.

Whether your organisation is exploring new markets or looking to be an employer of choice, together AHI and OCI are here to help.





Integrated travel risk management with On Call International

Enhance employee health and safety, and business outcomes, with proactive risk mitigation and crisis management.



Extended travel case management

Designed for those organisations that are after more personalised support.

- Home country case management
- Extended third-party contact lists
- Direct employer engagement protocols
- Third-party engagement protocols for example universities and aid workers
- Client specific incident/case management protocols



Premium telehealth

Increase your coverage with additional paid access to:

- Instantly connect to a global network of vetted, local doctors allowing for 24/7 virtual access to non-emergency medical care from anywhere in the world
- Access telehealth providers who can offer prescriptions in 70+ countries
- Navigate minor medical inconveniences more easily
- Get an appointment with a qualified medical professional sooner



Crisis response protocols

Ensuring you have appropriate plans in place, and your staff are properly trained can make all the difference to incident and emergency outcomes. The crisis response protocols can include:

- Protocol design
- Comprehensive training and continued support
- Crisis response drills (on-site or virtual)
- Program reviews
- Policy and plan reviews
- Group leader training
- Bespoke risk advice and country briefings
- Fixed asset monitoring
- Configurable risk alerts



Technology risk and crisis management

Travel monitoring and critical event intelligence platform dashboard can provide:

- Critical event visualisation
- Travel and asset monitoring
- Incident alerts
- Crisis communication tools
- Destination intelligence such as pre-travel advisories
- Mobile geo-tracking



Telecounselling

This service is available as part of the premium telehealth packages offering:

- 24/7 access to certified mental health professionals
- Initial crisis intervention and assessment
- Interpreters for 140 countries



Dedicated global security specialist

Providing:

- Custom pre-trip intelligence
- Risk assessments
- Pre-trip itinerary reviews for travellers



Proactive educational services

Crisis or incident response exercises, group leader, faculty leader, or administrator training workshops including:

- Comprehensive departure protocols
- Customised programs roll out and messaging
- Country risk assessments
- Employee training
- Bespoke global risk intelligence

“The security team was always available to answer my questions and provide us with specialised reports to meet some of our unique needs.

I felt confident in my decisions regarding our programs. I had all the data, information, and on-the-ground knowledge available, delivered directly to me.”

Faculty Leader, Private University



Core inclusions and extended services

AHI ASSIST	OPTIONAL EXTENDED SERVICES
<p>Included with AHI travel policies</p>	<p>Additional premium or direct fee with On Call International</p>
<p>General travel assistance</p> <ul style="list-style-type: none"> • Delayed baggage • Lost luggage • Flight disruption assistance • Cancellation • Re-booking of tickets • Missed transport connections • Flight resumption • Language translation • Document replacement assistance • Early return home • Repatriation of remains services • Legal consultation • Emergency accommodation assistance <p>Medical travel assistance</p> <ul style="list-style-type: none"> • Nurse help line • Overseas medical prescription assistance • Telehealth: Minor (or Specialist where required) consultation • Hospital referral /selection service • Outpatient medical monitoring • Inpatient medical monitoring • Inpatient medical expense guarantees of payment • Medical cost containment • Nurse medical escort service (commercial aircraft) • Doctor medical escort (commercial aircraft) • Air ambulance charters • Immediate trauma counselling assistance <p>Personal safety/security assistance</p> <ul style="list-style-type: none"> • Security consultation for personal safety issues • Natural disaster evacuation • Political evacuation • Emergency logistics coordination • Updated generic country briefings and country reports • Kidnap/ransom management 	<p>Extended travel case management</p> <ul style="list-style-type: none"> • Home country case management • Extended third-party contact lists • Direct employer engagement protocols • Third party engagement protocols e.g: universities and workers • Client specific incident/case management protocols <p>Pre-travel and onboarding programs</p> <ul style="list-style-type: none"> • Comprehensive departure protocols • Customised programs roll out and messaging • Country risk assessments • Employee training • Bespoke global risk intelligence <p>Travel monitoring/tracking</p> <ul style="list-style-type: none"> • Travel monitoring dashboards • Crisis alerts • Mobile tracking and two-way communication • Panic beacon and push notification <p>Security/crisis response protocol</p> <ul style="list-style-type: none"> • Protocol design • Comprehensive training and continued support • Crisis response drills (on site or virtual) • Program reviews • Policy and plan reviews • Group leader training • Bespoke risk advice and country briefings • Fixed asset monitoring • Configurable risk alerts





Contact AHI

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in partnership with

