



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

UQ Abroad Student Travel Information

Insurance Services & Travel Office – Governance and Risk

What International SOS services are available to me through my membership?

**PRE -
DEPARTURE**

**WHILST
ABROAD**

**IN AN
EMERGENCY**

Who is International SOS?

- A presence in **92 countries** across five continents
- **26 Assistance Centres**
- Over **11,000 employees** and 92 offices
- **99 languages** supported
- **1400 doctors**
- **56 international clinics**
- **200 full-time security** specialists
- 5 Regional Security Centres
- Internal travel tracking



Have you prepared for your trip?

- A. I don't need to prepare, I've been there before
- B. I have read the DFAT website
- C. I google search my destination
- D. Get in touch with International SOS**



Keeping you safe



Air quality

ROAD ACCIDENTS

Stomach bug

TRAVEL RELATED INFECTIONS

TERRORISM

MALARIA

KIDNAPPING

COUPS

OPPORTUNISTIC CRIME

HEPATITIS

TYPHOID FEVER

IMPRISONMENT

POLITICAL UNREST

IMMIGRATION AND VISAS

NATURAL DISASTERS

ZIKA VIRUS

Lost wallet

Flu

LANGUAGE AND CULTURAL BARRIERS

Toothache

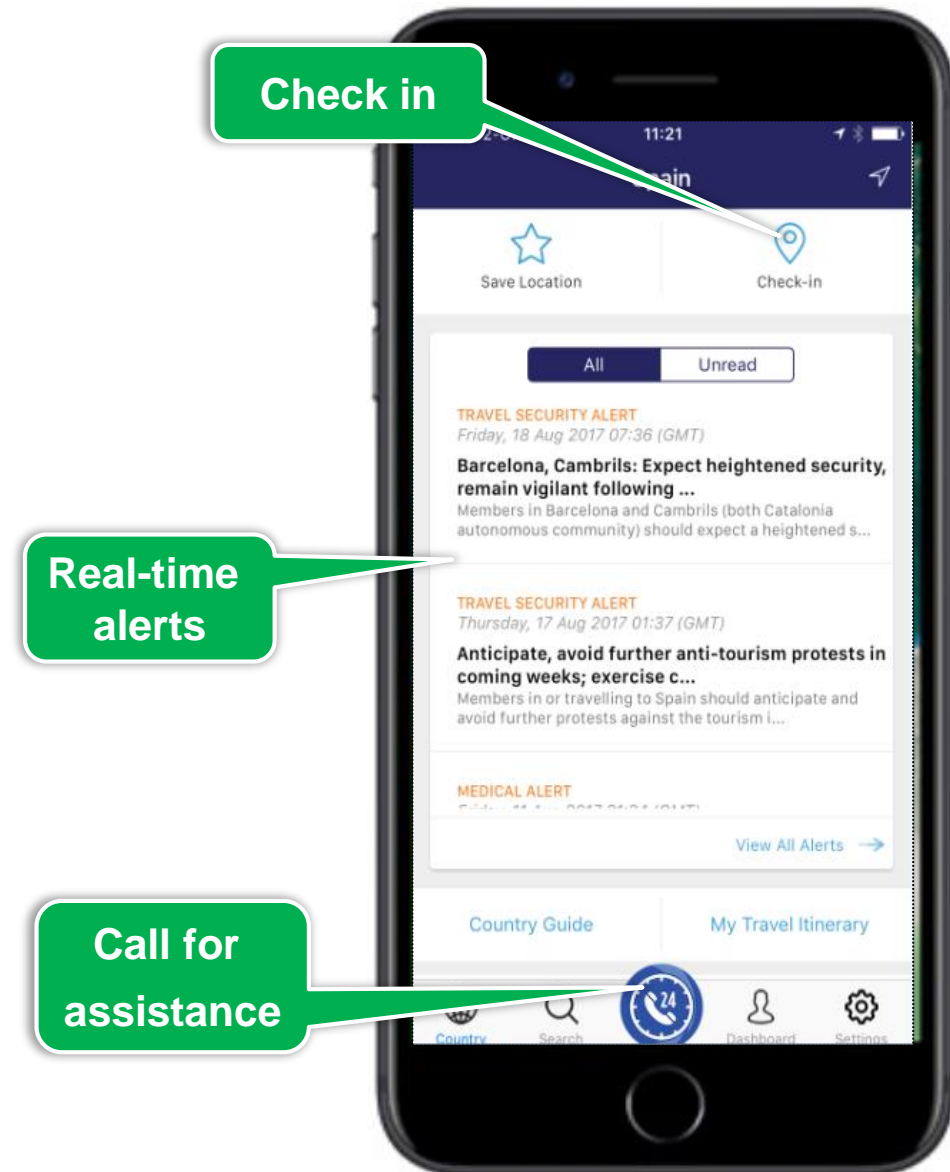
Diarrhoea

Directions

Assistance App

Log in using:

- Membership Number: **12AYCA778031**
- UQ email address




Membership Card

Membership Number:
12AYCA778031




Pre-trip Advisory & Alerts


- Emailed to traveller when travel loaded in ISOS
- Alerts emailed prior to travel and during travel


INTERNATIONAL SOS

Singapore: Increasing dengue activity



OVERVIEW

 **Level:** Notice

 **Location:** Singapore

Last Updated: 18 May 2019 08:19 (GMT)

An increase in dengue activity is underway. Dengue fever is spread by mosquitoes, and is present in both rural and urban areas. Dengue can cause a range of symptoms and has no particular treatment. Some people, especially those who have been infected before, get a more severe form that can lead to fatal complications. Although a vaccine is available in several locations, it is only recommended for people who have been infected with dengue in the past and are living or travelling in areas with high levels of dengue transmission. Prevent infection by avoiding mosquito bites.

Pre-trip Advisory

Dear Test Traveller,

The University of Queensland is committed to the wellbeing of our employees, which extends to those travelling internationally for business.


It is important that you read the following pre-trip advisory from International SOS which contains important security and medical information relevant to your travel.


Additionally, the advisory contains business and cultural information to assist you during your time at your destination.

International SOS provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information on this advisory, become seriously ill abroad, or need assistance due to a lost or stolen wallet, call any 24 hour assistance centre around the world to speak with a doctor, security specialist or coordinator.

Remember to carry our International SOS card so you always have the phone numbers with you when traveling, which you can download using the link below.

Links

 [University of Queensland Training Hub](#)
[International SOS Collection Statement](#)


 **Call for Assistance**

Philadelphia
+1 215 942 8228


Sydney
+61 2 9372 2468

London
+44 (0)20 8762 8008


Singapore
+65 6338 7800

 **Membership Card**

Printable Version
University of Queensland UQ
Corporate Comprehensive Program
12AYCA778031


 **Download the App**


Alerts and Updates


 28 May 2019 - 14:21
Increasing dengue activity

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Destination at a Glance

 Destination: Singapore

 LOW MEDICAL RISK

 LOW TRAVEL RISK

Less than 1% of all ISOS cases result in an emergency – but if the unthinkable happens...

- ISOS monitor your condition and give advice.
- ISOS handle all logistics.
- ISOS evacuate you to a centre of medical excellence or a safe area.
- ISOS work with UQ.
- ISOS help you stay in contact with your family.
- ISOS keep you informed every step of the way.
- ISOS coordinate payment of approved medical fees.
- ISOS follow up thoroughly post-incident.



Information Portal & MyTrips

Membership Number: 12AYCA778031



[HOME](#) [CONTACT US](#) [FAQS](#) [MEMBERSHIP BENEFITS](#) [SIGN OUT](#)

Location List

Health Threats

- [All Active Alerts](#)
- [Travel Advice](#)
- [Security Advice](#)
- [Email Subscriptions](#)

[Print/Email Report](#)

Travel Security Online

- [Global Risk Ratings](#)
- [Global Security Headlines](#)

University of Queensland UQ

[UQ Chubb Claim Forms](#)

Welcome to The University of Queensland Global Assistance Program

Rest assured that whenever you travel internationally or live abroad, The University of Queensland has a 24/7 resource on call, online and even on the ground to help with any medical, security and logistical questions, concerns and situations that may arise. So if you need a medical referral, lose your medication, seek pre-travel advice or experience a medical or security crisis, University of Queensland UQ has a fully integrated program in place so you receive the care and expertise that you need, whenever and wherever you need it.

The University of Queensland partners with International SOS, the leading medical assistance, international healthcare and security assistance company. Travel security services are provided by a joint venture of International SOS and Control Risks, the world's leading security risk management firm.

Take advantage of this powerful resource by calling an International SOS assistance center, which has physicians, multilingual coordinators, operations managers, logistics support personnel and medical and security professionals on hand to speak with you.

Also, prepare yourself by browsing through our various medical and security online tools and signing up for our alerts.

Please review the Collection Statement here - <https://travel.uq.edu.au/privacy-information-isos>

DOWNLOAD YOUR ASSISTANCE APP
Up-to-date travel security analysis, medical information and 24/7 assistance in the palms of your hands

Keep this card handy as you travel



Print Card

[Intl.SOS Training Hub](#)

[Email Alerts](#)

[Pandemic Flu](#)

[eGuide: Intro to Membership](#)



powered by:



Login

Username

Password

[Forgot Password](#)

7.9.0

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[Tell us what you think](#)



Default

First Name Last Name/Surname

Add your 8 number Student ID

Home Country

Staff/Student ID

Select the School related to your major.

Faculty

School / Division

Enter the number and email you will use **when travelling**. ISOS contact your **Preferred** phone or email in an emergency.

Phone

Phone Priority Phone Type Phone Number

Email

Email Priority Email Type Email Address

Select either:

- Student semester-based exchange; or
- Student short-term global experience.

Traveller

What Traveller are you? If Other please confirm

Create New Trip

Trip Name *

Trip Name/Trip ID/Confirmation #/PNR Record Locator

Remarks

Please include your experience (exchange, short-term or clinical placement) and host or organisation name.

e.g. Exchange – Lund University

Search by first name or last name or email address

Add

Add Travellers

Add Trip Segments

Click the tabs to fill out the trip segment fields. Click on **Save** button.

Add Flight

Add Accommodation

Add Train

Add Ground Transportation

Travel Insurance- Are you eligible?

Automatic travel insurance coverage applies when:

- You're a **current enrolled student** at UQ; and
- You're undertaking **UQ authorised travel**.

Register your travel with International SOS once you have finalised your plans.

Please Note: UQ's travel insurance policy renews every year on 1 November. There may be some changes to terms & conditions. Please check Insurance Services webpage closer to your travel dates.



When are you covered?

You are covered for:

- A maximum of 5 days immediately prior to your semester or language classes to 5 days after your semester ends. This allows time to settle in and pack up.
- Incidental private travel during your exchange **in the same country as your exchange university.**
- Approved fieldtrips and course-related travel, including to other countries.



When do you need your own insurance?

- For any travel before or after the period covered by UQ travel insurance.
- For private travel outside the country of your exchange.

Where can you get extra travel insurance?

For travel not covered by UQ:

- Chubb Travel Insurance (UQ's travel insurer)
<https://uni.chubbtravelinsurance.com/en/?brokerCode=oq> *
- Or an insurer of your choice

* **Please note:** Purchase of extra Chubb Travel Insurance is between you and Chubb and in no way associated with UQ.



Pre-existing Conditions & Routine Treatment

Arrange routine medical and dental checks before you leave. Travel insurance only covers unexpected medical needs.

If you have a pre-existing medical condition, ask your Doctor to complete a **Fit to Travel Report** within 30 days before you leave.

The insurer will not pay for any expenses for:

- Travel that is undertaken against the advice of a Doctor or where you are unfit to travel
- Medication or ongoing treatment for a pre-existing condition
- Routine medical, optical or dental treatment or consultation
- Any dental treatment that is not certified as an emergency and necessary by a Doctor or dentist.



Certificates of Currency

Certificates are often required for visas and by host institutions

- Please contact insurance@uq.edu.au to request a certificate and include:
 - Full name (as per passport)
 - Student Number
 - Passport number
 - Global Experience Confirmation Letter
 - Letter of offer
 - Travel itinerary
 - Why the certificate is required (e.g. Visa for USA)
- A pdf version of the requested certificate will be provided within 3 working days.



A Certificate of Currency certifies that the University has a current Travel Insurance policy in place. It includes the traveller's name, dates of travel and period of coverage.

Health Insurance Waiver

Many host universities require students to purchase their institutional health insurance.

Some host universities waive the requirement to purchase the institution's health insurance if you demonstrate you have alternative insurance that meets their waiver criteria.

- Costs of host university health insurance vary greatly
- If you're considering buying additional insurance, check that the policy meets the host university's waiver criteria
- The host university has the final say on whether insurance meets their criteria



Making a claim

1. Fill in a **Travel Insurance Claim Form** (available on Insurance Services webpage)
2. Add **supporting documentation** (e.g. doctor's report, police report, receipts etc)
3. **Email** the travel claim paperwork to insuranceclaims@uq.edu.au
4. The **Insurer's claims processors** will contact you within 10 working days of submitting your claim.



CHUBB®

Business Travel Insurance
Claim Form

Send claims to:

Insurance Services
The University of Queensland
E insuranceclaims@uq.edu.au
T +61 7 3365 3075
W governance-risk.uq.edu.au

Important Information

Please download/save this Claim Form to enter your claim details.

To assist us to consider your claim as soon as possible please complete ALL questions in full.

1. Please complete the Policy Details Section and any of the following sections which relate to your claim.
2. Please ensure that this form is signed and that all questions are answered fully.
3. To avoid delay in processing your claim, please ensure that all necessary documentation specified in the section relevant to your claim is sent with this form.
4. Claims may be subject to an excess as described in your Policy.
5. We now accept digital signatures on this form, please click in the signature field to add your signature.

It is important you provide honest, complete, up-to-date and relevant information when completing this form.

Section 1. Policy and Claimant Details - Please note all questions in this section must be answered

Insured Company:	University of Queensland
Name of Policyholder/Insured:	University of Queensland
Policy Number	OIPP52020

Important claim stipulations

*(summary only)**

- You **must** contact International SOS if:
 - you are admitted to hospital
 - medical costs may exceed \$500
 - additional travel or accommodation expenses may exceed \$500.
- Loss or theft of property should be reported to local police or the relevant authority. Obtain a report to submit to the insurer.



What am I covered for? Some examples ...



\$500 excess

Stolen backpack containing laptop,
phone & wallet



\$100 excess

Medical evacuation



\$100 excess

Broken collarbone, chest infection



\$100 excess

Broken arm



\$250 excess

Stolen passport



\$0 excess

Missed connecting flight

* Subject to the TERMS, CONDITIONS, LIMITATIONS AND EXCLUSIONS of the policy

What isn't covered?

- Illegal or criminal activity
- The use or effect of alcohol or drugs
- Medical expenses incurred in Australia, for which a Medicare benefit is or would be payable (Health Insurance Act 1973)
- Routine medical, optical or dental treatment / consultation
- Any loss or damage not reported to authorities as soon as possible
- If you leave your electronic equipment unattended
- Any electronic equipment that's not taken as personal cabin baggage
- Medical / evacuation coverage if the traveller is in their home country
- If you just change your plans or you're disinclined to travel
- Training for / participating in professional sporting activities
- Flying / aerial activities other than as a passenger in a licensed aircraft



REAL CASE FILE

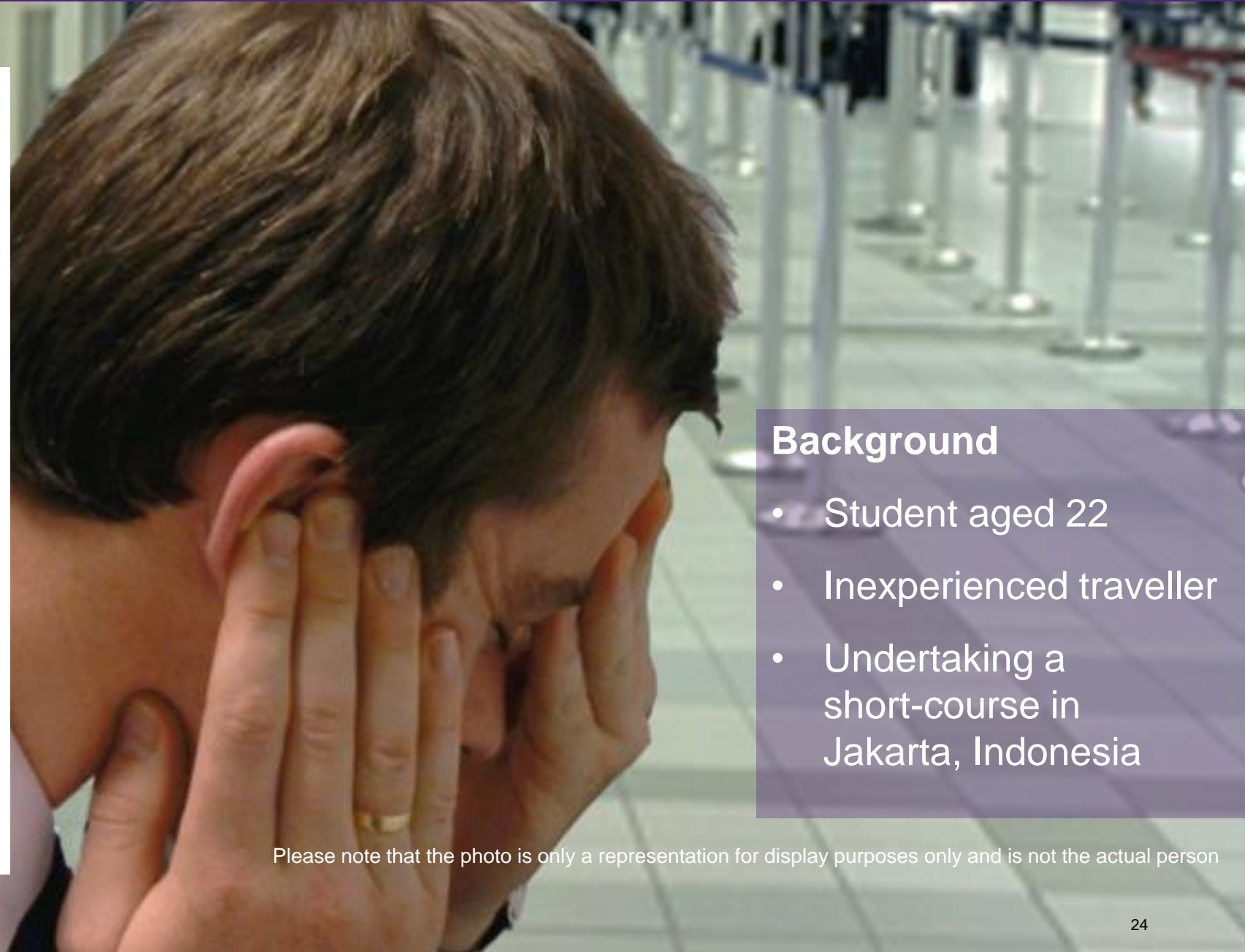
Case Study 1 Ear Infection

What happened?

- Student going on a 14 day short course in Indonesia
- Catches a cold
- Several days later he starts to experience head pain and develops a fever
- Student doesn't know where the closest doctor is located

Background

- Student aged 22
- Inexperienced traveller
- Undertaking a short-course in Jakarta, Indonesia



Please note that the photo is only a representation for display purposes only and is not the actual person

Case Study 1 – Ear Infection

- Student calls the ISOS Jakarta Assistance Centre and speaks with an ISOS doctor
- ISOS notify the student's home university
- ISOS doctor refers the student to the ISOS clinic in Jakarta
- ISOS clinic reviews the student and prescribes medication
- Student couldn't fly until he finished treatment and was able to equalise the pressure in his inner ear
- ISOS rearranged the student's flights and postponed his stay until he was fully recovered and fit to fly home



What went wrong?

Didn't book refundable tickets
(not always possible)



What worked?

Contacted ISOS as soon as he
needed to see a doctor

REAL CASE FILE



Case Study 2

If you play with fire, you're going to get burnt

What happened?

- Students on private travel after University travel in New Orleans
- Allegedly approached a man wanting to buy drugs
- Man drove them to a dodgy part of town; another man demanded their money
- Students said they had none; they were shot

Background

- Travelling to USA for Intercollegiate Mining Games
- 21 & 23 year old students
- Fit & Well

Case Study 2 – If you play with fire, you’re going to get burnt

- One student was shot in the stomach and the other in the chest
- The assailant fled the scene in the car with the driver
- Both students were hospitalised
- One student has a long road to recovery



What went wrong?

- Didn't know the area well
- Allegedly trying to purchase illegal substances
- Got in a vehicle driven by a stranger



What worked?

- Not much!
- Travel insurance may not apply if it's proven an illegal / criminal act was committed by the students

Questions?

Visit our webpage governance-risk.uq.edu.au

Insurance Services

Email insurance@uq.edu.au

Phone 07 3365 3075

Travel Office

Email travel@uq.edu.au

Phone 07 3365 8282