



GLOBAL ASSIST® SERVICES

# GLOBAL ASSIST SERVICES

Sometimes the unexpected may happen when you travel. A passport is lost. You come down with a sudden illness. A lawyer is needed. Being a Cardmember can make things easier to handle. Global Assist Services<sup>1</sup> help you prepare for your trip with customized information. And while you're travelling overseas, lost passport replacement assistance, translation services, lost luggage assistance, emergency legal and medical referrals and many other services are only a phone call away.

## American Express® *GlobalTravel* Card Customer Service (Toll-Free Numbers)

Australia	1300 248 389
France	0805 540 524
Germany	0800 589 0835
Italy	800 928 391
Spain	900 812 137
UK	0800 028 6434
USA	1 888 872 8751
Others	+1 801 849 2124 (Collect Calls Accepted)

Or visit [americanexpress.com.au/globaltravel](http://americanexpress.com.au/globaltravel) for a toll-free number near you.

<sup>1</sup> While the many Global Assist coordination and assistance services are free benefits from American Express, Cardmembers are responsible for the costs charged by third-party service providers. Global Assist Services are not meant to replace any travel insurance.

# PLANNING YOUR TRIP

We can help you get ready for your trip, from exchange rates and visa requirements to customs and medical assistance - it's what you need to know - as you go - specific to your destination:

## **Customs information**

Many countries have strict requirements in what products they will allow in and out of the country. We'll help you plan appropriately.

## **Cultural inquiries**

Before travelling internationally, we'll give you the information you need for the particular country you'll be travelling to, such as currency information, tourist office locations, and travel warnings.

## **Foreign exchange rates**

We'll provide you with foreign exchange rates throughout the world.

## **Inoculation information**

We'll provide you with inoculation recommendations that may be needed prior to travelling to your destination.

## **Passport/visa information**

It's smart to check entry requirements when travelling out of the country. We'll provide you with the necessary information for many destinations around the world.

## **Weather reports**

Global Assist provides you with weather forecasts for many destinations around the world. For some destinations, as much as a 10 day weather forecast can be obtained.

# ASSISTANCE ON YOUR TRIP

Have peace of mind whenever you travel knowing you're backed by the Global Assist Services. Rely on us 24 hours a day, seven days a week, for medical, legal or other emergency assistance while travelling overseas:

## EMERGENCY TRAVEL ASSISTANCE

### **Emergency travel arrangement assistance**

We'll provide help in making emergency travel arrangements as needed. This is an assistance only benefit and all costs associated with travel are responsibility of the Cardmember.

### **Emergency hotel check-in/-out**

If your Card has been lost or stolen, we can assist with checking into or out of your hotel.

### **Emergency translation/interpretation**

We'll help you find an interpreter in the event you need a third party to translate for legal or medical needs. The Cardmember is responsible for the cost of any third-party services.

### **Lost item search**

If you lose something while travelling, Global Assist will help you search for the lost item. We will need to have basic information about the item and where it was lost in order to provide the fastest service.

### **Lost luggage assistance**

When you've lost your luggage, we will assist with its retrieval. Basic information needs to be obtained about the luggage. We will contact the airline to check the status of the luggage and get information about the delay benefits that the particular airline provides. We will continue to follow up with you and the airline on the status of your luggage.

### **Passport assistance and card cancellation**

Don't let your travel plans be ruined because your credit cards or passport were stolen. Global Assist will help you locate the nearest embassy to assist you with replacing your passport and assist with cancelling your cards, even competitive cards.

### **Urgent message relay**

We can relay an urgent message to a family member and/or friend in the event of an emergency situation.

# ASSISTANCE ON YOUR TRIP

## MEDICAL ASSISTANCE

### **Emergency medical transportation assistance**

In the event that you become injured or ill while travelling, the Global Assist medical department will assess the need for transportation to the nearest appropriate medical facility that will provide suitable quality of care, and set up and coordinate the transport. The Cardmember is responsible for all costs associated with any transport.

### **Medical monitoring**

We'll provide you with the monitoring of medical care to assure quality care in all areas of the world.

### **Medical prescription replacement assistance**

If medications are lost or forgotten, we'll help you in obtaining new prescriptions. The Cardmember is responsible for the cost of the medication.

### **Physician/dental referral**

Global Assist can provide you with a list of English-speaking physicians in the area where you are travelling. Be aware that we are not providing medical advice; rather, we are providing information, and the ultimate choice to seek medical care is your responsibility. The Cardmember is responsible for the payment of any fees and third-party services.

### **Repatriation of mortal remains**

In case of the death of a Cardmember while travelling, the Global Assist medical department will provide the necessary administrative services to transport the mortal remains back to the principal place of residence or place of burial, whichever is closer. The executer is responsible for all costs associated with any transport.

# ASSISTANCE ON YOUR TRIP

## LEGAL ASSISTANCE

### **Bail bond assistance**

Global Assist provides help in arranging bail by locating bail bond agencies that take the American Express Card. The Cardmember is responsible for the payment of any bail bonds and third-party services.

### **Embassy and consulate referral**

Embassies and consulates are excellent sources for information and assistance to Cardmembers while travelling. Global Assist can easily provide you with the address and/or phone number of the local embassy or consulate.

### **English-speaking lawyer referral**

This service provides you with convenient referrals to lawyers in your area. As it is your choice to seek legal advice, American Express cannot be held responsible for this information service. The Cardmember is responsible for all expenses associated with legal representation.

These benefits are just some of the many reasons to choose the American Express *GlobalTravel* Card and to use the Card for all of your travel expenses and needs.