



# GLOBAL ASSIST<sup>®</sup> 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 customised information. While you're travelling overseas<sup>2</sup>, lost passport replacement assistance, translation services, lost luggage assistance, emergency legal and medical referrals and many other Global Assist Services are only a phone call away.

### American Express<sup>®</sup> *GlobalTravel* Card 24-Hour Customer Service

#### Toll-Free<sup>3</sup> numbers

<b>Within South Africa</b>	<b>0800 160 992</b>
Australia	1800 057 234
China	400 8811419
France	0805 540 524
Germany	0800 589 0835
Greece	00800 44 148 400
Hong Kong	307 12997
Italy	800 928 391
Netherlands	0800 090 0007
New Zealand	0800 128 006
Republic of Ireland	1 800 995 068
Spain	900 812 137
Switzerland	0800 000 427
UK (incl. N. Ireland)	0800 028 6434
U.S.A.	1 888 872 8751
<b>International Collect Calls</b>	<b>+1 801 849 2124</b>

To make an international collect call, dial the operator first, indicate you'd like to make a collect call and then provide the international collect phone number listed above.

<sup>1</sup> While the many Global Assist coordination and assistance services are benefits available at no additional charge 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.

<sup>2</sup> The American Express *GlobalTravel* Card is not for use within South Africa, the other Common Monetary Area countries and countries where South African or United States restrictions apply.

<sup>3</sup> Toll-free numbers are typically free of charge from local land lines. Please note that some mobile networks may levy charges for using toll-free numbers from a mobile phone. Please check with your mobile network provider before calling. Please note, calls made to toll-free numbers may not be available from all mobile networks. Always use the relevant toll-free number for the country you are in. In the event that a toll-free number is unavailable, please contact our international contact number +1 801 849 2124 for assistance (collect calls are accepted).

# 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 regarding 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 currency exchange rates**

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

## **Inoculation information**

We'll provide you with information regarding inoculations 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 Services 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 added peace of mind whenever you travel overseas, knowing you are backed by Global Assist Services. Rely on us 24 hours a day, 7 days a week, for medical, legal or other emergency assistance while travelling.

## EMERGENCY TRAVEL ASSISTANCE

### Emergency travel arrangement assistance

We'll provide help with making emergency travel arrangements as needed. This is an assistance-only benefit and all costs associated with travel are the 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 when 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 Services 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

If you lose your luggage, we will assist with its retrieval. Basic information needs to be provided 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

Global Assist Services will help you locate the nearest embassy to assist you with replacing your passport and assist with cancelling your cards, even non American Express cards.

### Urgent message relay

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

# ASSISTANCE ON YOUR TRIP

## MEDICAL ASSISTANCE

### **Emergency medical transportation assistance**

If you become injured or ill while travelling, the Global Assist Services medical department will help you assess the need for transportation to the nearest appropriate medical facility that will provide suitable quality of care, set up and coordinate the transport if needed. 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 Services can provide you with a list of English-speaking physicians in the area where you are travelling or arrange for a translator. Be aware that we do not give 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 Services 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 executor is responsible for all costs associated with any transport.

# ASSISTANCE ON YOUR TRIP

## LEGAL ASSISTANCE

### Bail bond assistance

Global Assist Services provides help in arranging bail by locating bail bond agencies that take American Express Charge, Credit and Prepaid Cards. 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 Services can 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 English-speaking lawyers in your area or arrange for a translator. As it is your choice to seek legal advice, American Express cannot be held responsible for any advice you receive. 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.