

Dear Member,

In an emergency situation we all want to know we are covered.

NETCARE 911, together with CompCare Wellness Medical Scheme, would like to propose that you follow these basic guidelines to ensure the maximum effectiveness of your Medical Scheme/ **NETCARE 911** in case of an emergency.

What to do with the **NETCARE 911** sticker?

1. Remove any old medical aid or emergency provider stickers from your vehicle(s).
2. Place the Vehicle Sticker on the driver's side of the vehicle on either the rear window or the small window behind the rear passenger's window.
3. Do not place the sticker on any window that can wind down.
4. If your sticker becomes damaged or faded, please contact your medical scheme on 086 122 2777 to request a new sticker.

What to do in the event of a medical emergency:

1. Always call: **082 911**
2. If someone is calling on your behalf, tell them to call: **082 911**
3. Tell the **NETCARE 911** operator that you are a CompCare Wellness Medical Scheme member

Useful tips:

- Teach your family members to call **082 911** in case of an emergency.
- In an accident, take note of road names and numbers as this will expedite the emergency response.
- Please store **082 911** under "Medical Emergency" on your cell phone.

What to do in the event that you travel overseas

Have the following information on hand before you contact the underwriter

Policy number: **NET911/2014/01 – COMPCARE**

Name and Surname, Passport number, date of birth, destination and travel dates

As part of this standardised service, all clients insured for international travel (in this case CompCare), access our dedicated call centre for international travel-related enquiries. The number for the AIG contact centre is **0860 100 491**. The AIG contact centre is operational during normal business hours (SA time excluding public holidays):

- **Monday - Thursday from 08:00 to 18:00**
- **Friday 08:00 to 17:00**
- **Saturday 08:00 to 13:00**

Please note that the AIG contact centre can also issue embassy letters.

Any international travel-related queries outside of business hours are dealt with by the policyholder Netcare 911. The contact number is **+27 (0)10 209 8009**.

In the event of emergency travel assistance services, Travel Guard provide these services on a 24/7 basis.

- For emergency travel assistance services, Travel Guard can be contacted on **+44 1273 739 274**.

With regard to travel claims:

- Travel Guard can be contacted on **0860 104 146 Or 011 525 3101**. Email sattravelclaims@travelguard.com
- Please note that these contact numbers are operational during normal working hours (SA time).

Kind regards

