

Global **Health** and **Security** Management Solution

2020 K-safety expo



TRAVEL SAFE
TRAVEL WITH US



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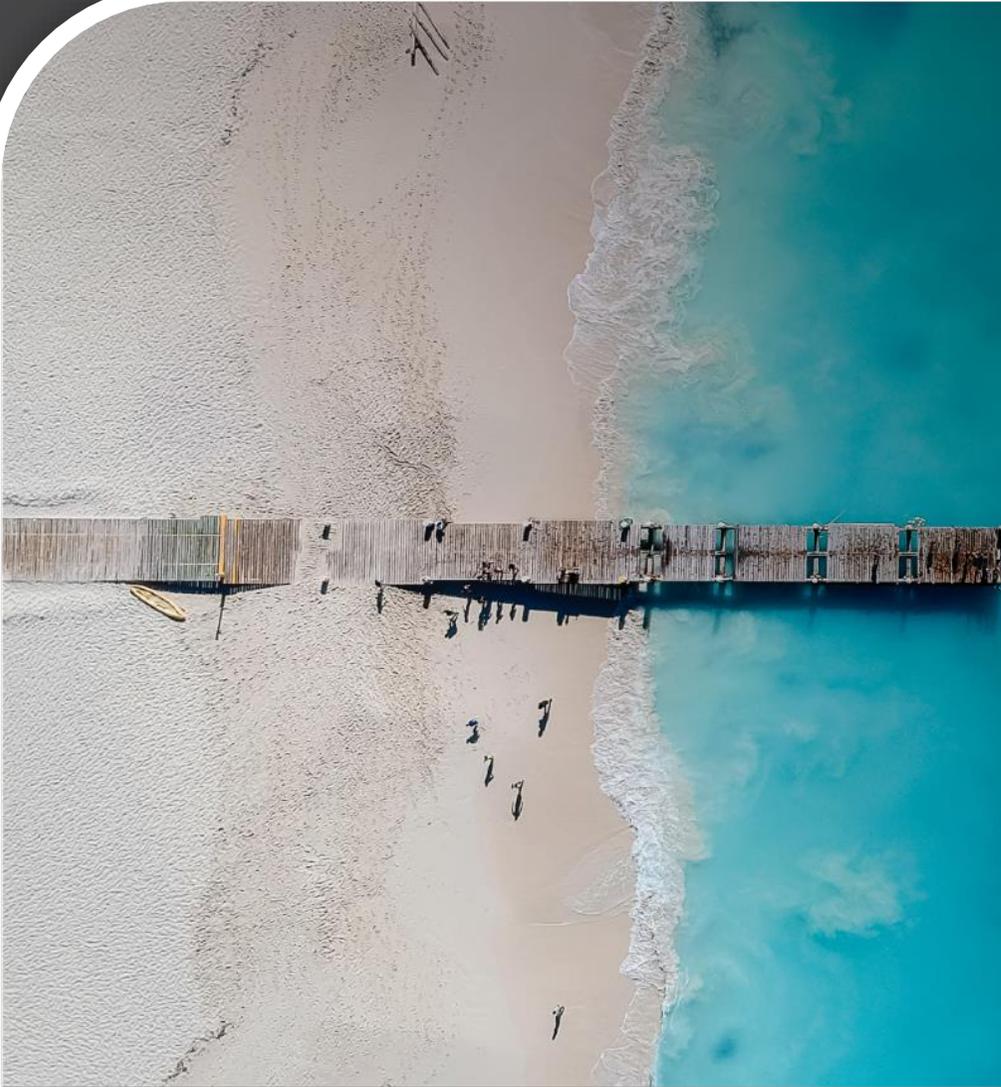
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**ASSIST
CARD**

I. Introduction

Developing excellent solutions since 1972



Introduction

**ASSIST
CARD**

Global health and safety management solution

■ **Assistcard** : Established in Geneva, Switzerland in 1972, Assist Card provides overseas health, safety and insurance services to more than 10 million overseas travelers a year, international students, business travelers, and expatriates, as well as a variety of departing people.

■ **Security** : Health service means providing a comprehensive service including medical information and various consulting beyond post-transfer service or medical service.

Safety service is not only providing education and information for proactive response to various threatening situations encountered overseas, but also provide a professional support education, warning, evacuation plans against various risk factors - natural disasters, wars, terrorism, etc.

■ **Insurance services** : Insurance service means that we support the procedure steps from the beginning at hospital visit, such as searching clinic, reservation, billing, guarantee of payment, even documents and claiming.

We handle complex insurance-related tasks

Introduction

| History



9 alarm centers
located worldwide



10 million
clients per year



30 business centers
worldwide



1,200 coordinators
supporting 16 languages



Services in 190
countries and
17,000 cities



5 million cases
per year



71 regional offices
spread across 5 continents

- 1972** • Founded in Geneva, Switzerland
- 1992** • Launched corporate products for business travelers
- 2005** • Established Assistcard Korea
- 2010** • Started overseas emergency support service
- 2011** • ASSISTCARD INT acquired by CV Starr Companies
- 2013** • Incorporated as Asia HQ
- 2014** • Partnership with Global security company, RED24
- 2016** • Launched premium travel care products
- 2018** • PyeongChang Winter Olympic emergency support service provided
- 2020** • Launched COVID -19 infection solution

ASSIST
CARD

II. Features

Innovation in traveler assistance



Features | A to Z Solution

Simplify your work.

A to Z Solution

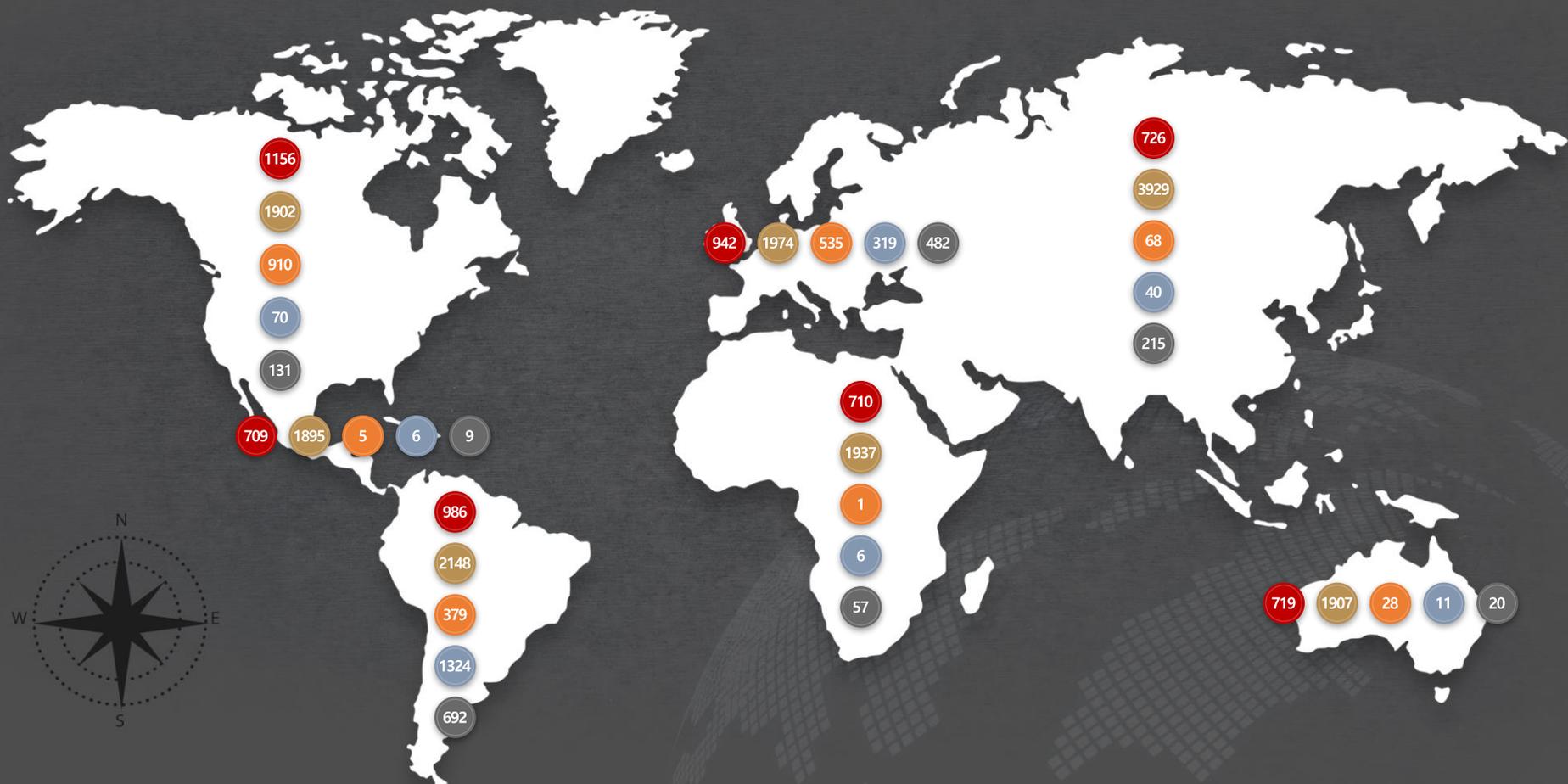
Practical performing service from reception requests, consultation, hospital use, treatment, and post-transmission, and then cost-related tasks and reports.



ASSIST
CARD

Features | Network (A)

Global health and safety management solution



5948	House Call and Doctors	15692	Hospital & Clinics	1926	Dentists	1776	Medical Transport	1606	Support Services
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Features | Network (B)



Security centers located in each base around the world

● Preparedness / Planning	📍 HQ
● Security Projects	🏢 Technology Office
▲ Evacuation	📍 Regional Office



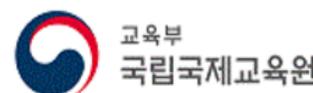
Features | Network (C)



Regions of ASSIST CARD aircraft locations

Features | Key Accounts

Global health and safety management solution



ASSIST
CARD

III. Services

Convenient and practical services

Global Health and Safety management solution

01 Health (Medical services)

If you need medical services due to illness or accident abroad, we provide support for all possible situations abroad. Such as work for searching clinic information, hospital reservations, payment for hospital expenses, and medical certificates, prescription reading. Furthermore, hospitalization or medevac services due to a major disease or infectious disease such as corona.

02 Safety (Security services)

Provides education and information for proactive response to various threatening situations that may be encountered overseas, which means that we support the whole process, such as preparation and response to unstable situations abroad, from education, warning, evacuation plans, and actual transportation to all possible risks that may occur locally - natural disasters, wars, terrorism, riots, etc.

03 Insurance services

We support for Bills payment, documentation work, Cashless service and claim.

Organizing hospital visit including reservation for a nearby hospital or transfer service to an advanced facility nearby according to the circumstances

Clinic / Hospital



Medevac



Medical advice and consultation, medicine guidance, medical monitoring,
via application, phone, or email



Prescription

Name	choi ye young	Sex	F	Age(Month)	48(3)
Issue Date	2020.08.17				
Diagnosis	adhesive capsulitis, underlying IDA & hyperthyroidism				
Name of Medicine	Each time	Times /day	Total days		
Mefenamin (Doroly) Tab 250mg	1	2	7		
Diclofenac (Voltaren) Tab 50mg	1	2	7		
Omeprazole (Ebrax) Cap 20mg	1	2	7		
Medicine					

Can I have any advice for this prescription?



This is X-ray with my lungs, and I need doctor's opinion, or any recommendation.

Health | Counseling

Provides regular/irregular **psychological counseling services** to manage stress such as anxiety, depression, and other stress that may occur to those who are staying for a long time or working in the unpredictable environment of overseas.

+ CASES



I'm working overseas by myself. I was married and didn't have any birth plans.

I have been bleeding irregularities for nearly a month. I'm worried.



Hello, recently I'm depressed.. My chest keeps feeling stuffy.. I can't sleep well.. I want to receive psychological counseling..



Neither returning home nor living in the country is predictable due to the coronavirus. Sooner or later, my wife is about to give birth in Korea..

I have a fever and a cough.

Safety | Alert service (a)

Global health and safety management solution

A service that provides real-time information on issues that may pose a risk to personal safety, such as various crimes, unrest, terror, kidnapping, earthquakes, typhoons, and infectious diseases that can occur in various places abroad



E-mail Alerts



Alert WorldAware®

Country or territory: Indonesia
Affected area(s): House of Representatives, Jakarta
Incident: Protest

Incident description: Workers from the Confederation of Indonesian Trade Unions (KSPI) labor coalition plan to demonstrate outside the House of Representatives in Jakarta from 1000 July 29 to denounce planned amendments to several labor laws. The site is near other government buildings, such as the Audit Board of Indonesia and the Ministry of Environment and Forestry. Organizers claim that at least 500 people will participate in the gathering.

Authorities will likely increase security, including erecting roadblocks and security cordons at the House of Representatives and its surrounding area July 29. Localized road closures and business disruptions are likely during the demonstration, especially if protesters occupy nearby streets, such as Jalan Gatot Subroto and Jalan Palmerah Timur. Clashes are possible if authorities forcibly disperse the protesters. Mass arrests may occur if security forces consider the demonstration to violate coronavirus disease (COVID-19) restrictions.

Analysis: The proposed labor regulation changes are part of the wider omnibus law, which the government says will improve investment conditions in Indonesia. However, labor organizations claim that the regulations will worsen working conditions and make it easier for unskilled foreign labor to enter Indonesia. The groups also claim that policymaking discussions have not involved workers.

Advice: Avoid the House of Representatives and its surrounding area, July 29, due to potential clashes. Plan for localized road closures and business disruptions around the site. If violence occurs nearby, immediately depart the area and seek shelter in a non-government building. Heed all official security and transport advisories.

<p>North America 175SW 7th Street FL 33130, Miami, USA Phone:+1-786-437-0100 usa</p>	<p>Europe Av. Del Partenon 16-18, 28042, Madrid, Spain Phone:+34-91 788-3333 spain</p>	<p>Asia 8F, 5, Gangnam-daero 85-gil Seocho-gu, Seoul, Republic of Korea Phone:+82-2-511-1913 Assistance.korea</p>	<p>Latin America Arias 3751 1430, Buenos Aires, Argentina Phone:+54-11-5555-2000 argentina</p>
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국 가 또는 지역 : 베트남, 하노이
 영향을 받는 지역 : 하노이(Ha Dong, Hoang Mai, Nam Tu Liem and Thanh Xuan)
 사건: 상수도 공장 근처에 폐기물 무단 방출

사건 설명 : 현지 언론에 의하면 지난 10월 8일 하노이 북서쪽에 위치한 호안 빈 지방의 인근 강으로 기름을 방출하는 것이 목격되었습니다. 베트남 환경국에서는 14일 이와 같은 사실을 보도하였으며 기름을 방출한 트럭과 운전자의 신원 그리고 이 사건의 배후에 있는 회사나 조직의 신원을 확인 하기위해 최선을 다하고 있다고 덧붙였습니다. 지난 9일에는 50여 명을 고용해 기름 제거 작업을 벌였으며 수질 개선을 위해 정수 프로세스를 감독하는 등 사건 해결에 최선을 다하고 있으나 언제 정상 복원될지는 현재로서는 알 수 없는 상황입니다.
 분석 : 지난 10일부터 하노이 일부 지역의 수도물에서 냄새가 나는 것을 확인하였고, 하노이 인민위원장은 수도물이 오일에 의해 오염되었다고 밝혔습니다. 이로 인하여 발암 물질인 6배 높게 검출된 사실을 현지 언론에서 보도하였으며 잠재적으로 사람들의 건강을 위협할 수 있다 밝혔습니다.
 대응 : 중립적인 우리 고객은 안전하다 판단될 때까지 수도물 사용 자제합니다. 샤워, 세척, 밥 짓기 등 일상생활에 사용되는 모든 물은 생수(판매용)로 대체합니다. 만약, 수도물을 마시거나 접촉한 후 구역, 구토, 어지럼증, 복통, 두통, 피부 발진 등이 나타날 경우 즉시 당사에 연락 후 인근 병원에서 적절한 치료를 받으시길 권장합니다.

Safety | Alert service (b)

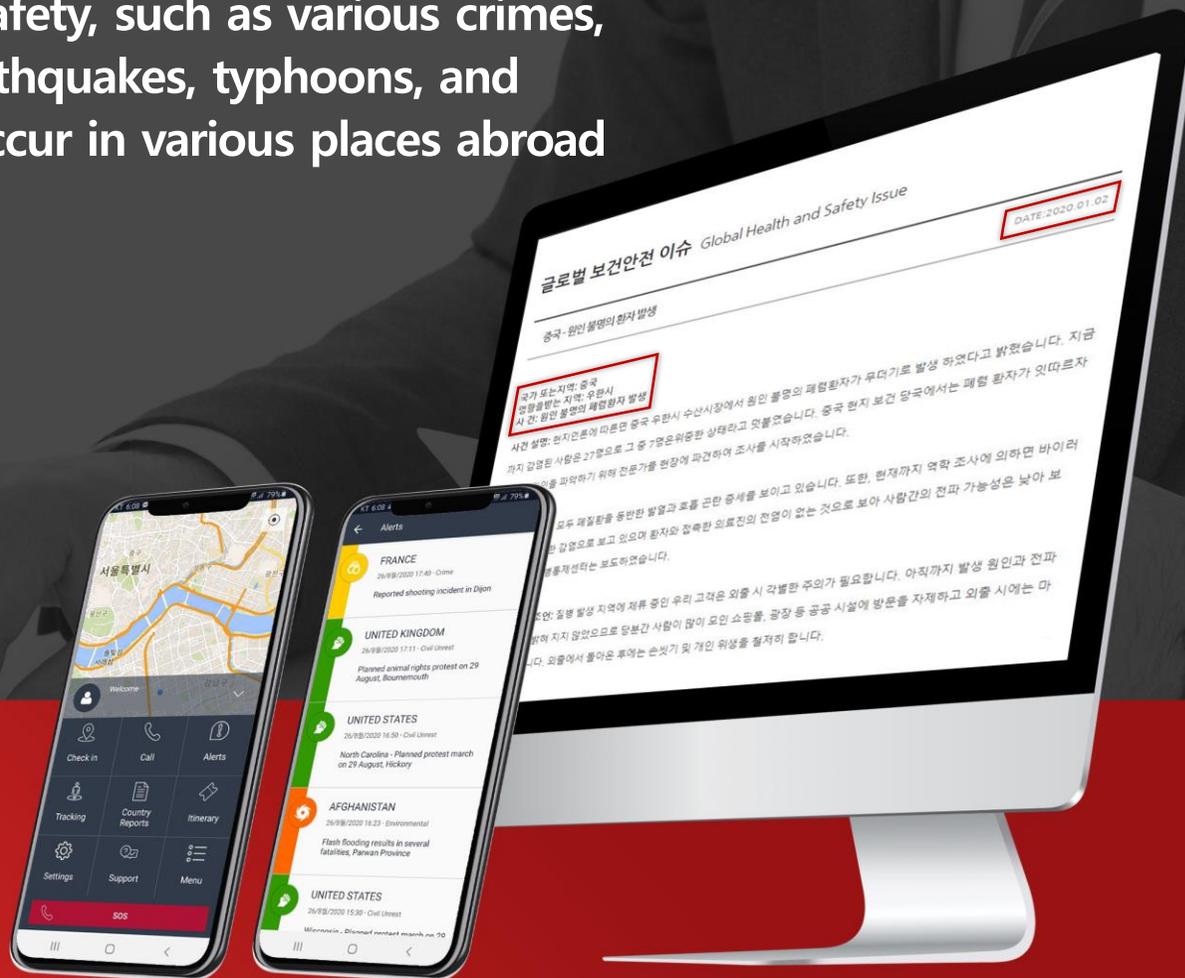
A service that provides real-time information on issues that may pose a risk to personal safety, such as various crimes, unrest, terror, kidnapping, earthquakes, typhoons, and infectious diseases that can occur in various places abroad



App Alerts



Daily News



Before business trip,
Site investigation

When a project requires a preliminary survey on the site

When an issue occurs,
Special Report

Detected any risk factors or report on your request

Investigation team
Local dispatch

In the event of a local security incident

Emergency plan
Evacuation

Consulting on emergency escape routes and schedules

Insurance service



From A to Z Simplify your business

Unified service system - from service request / to insurance service
Improves service convenience with low service hurdles due to various reception channels

Manpower safety management of the client,
Professional services in managing insurance costs,
Simplified procedure due to unified procedure
Practicality of services applied in practice

Training (online program)

Education on health and safety is provided through a dedicated website and certificates are issued.



Training (face to face)

Dispatch professional manpower in charge to conduct an hour and 30-minute education on health, safety, and service.



Training (videophone)

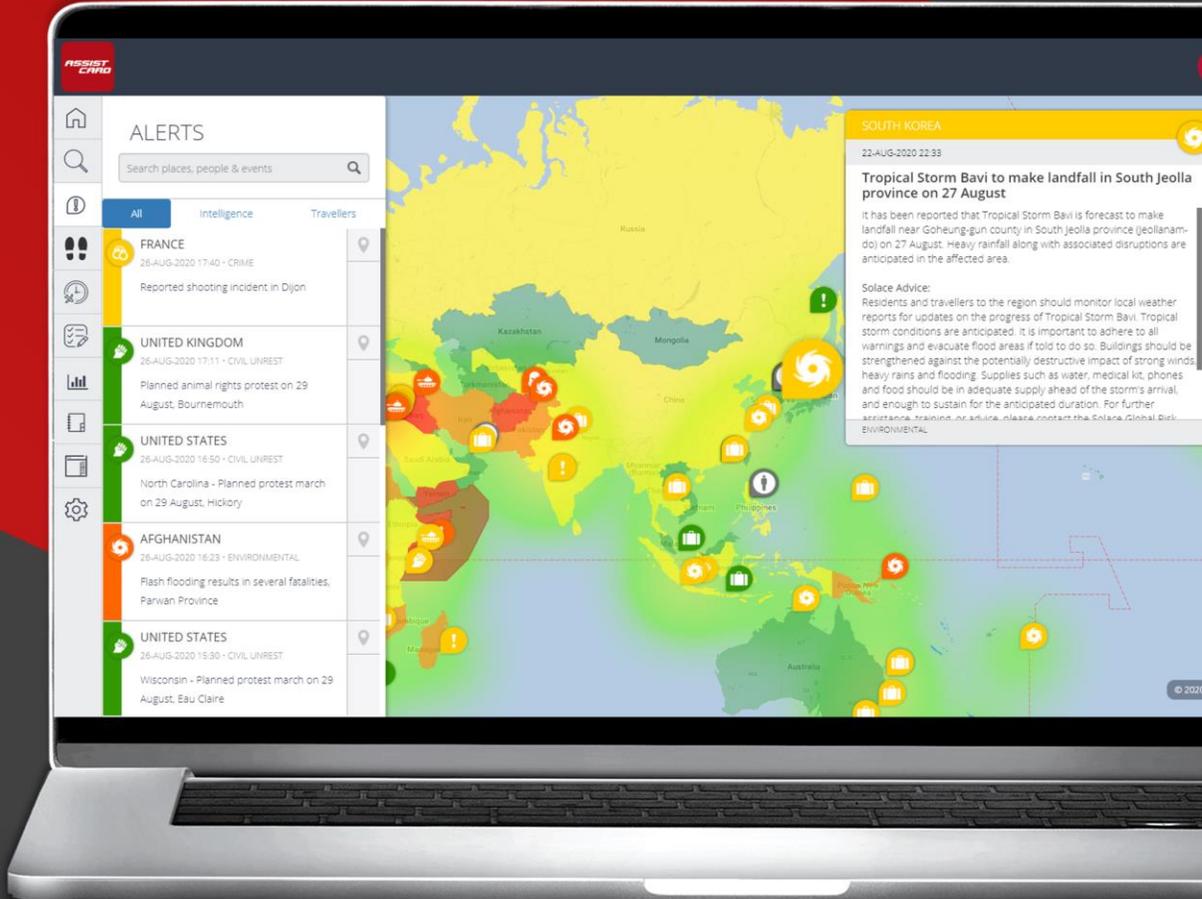
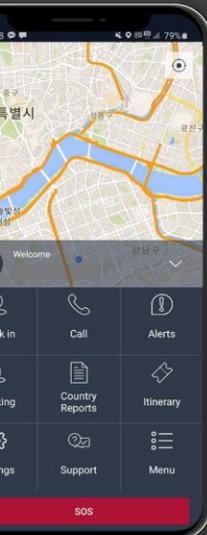
In situations where face-to-face education is not possible or for those who have already left the country, education and question-and-answer of experts in charge of health, safety, and service are provided.



Appendix | APPLICATION (SOLACE SECURE)

Global health and safety management solution

Threat/security/safety-related alarm system based on GPS or the departure date and the location of the airport, and the arrival date and the location of the airport.



Country	Date	Event
FRANCE	26-AUG-2020 17:40	CRIME - Reported shooting incident in Dijon
UNITED KINGDOM	26-AUG-2020 17:11	CIVIL UNREST - Planned animal rights protest on 29 August, Bournemouth
UNITED STATES	26-AUG-2020 16:50	CIVIL UNREST - North Carolina - Planned protest march on 29 August, Hickory
AFGHANISTAN	26-AUG-2020 16:23	ENVIRONMENTAL - Flash flooding results in several fatalities, Parwan Province
UNITED STATES	26-AUG-2020 15:30	CIVIL UNREST - Wisconsin - Planned protest march on 29 August, Eau Claire

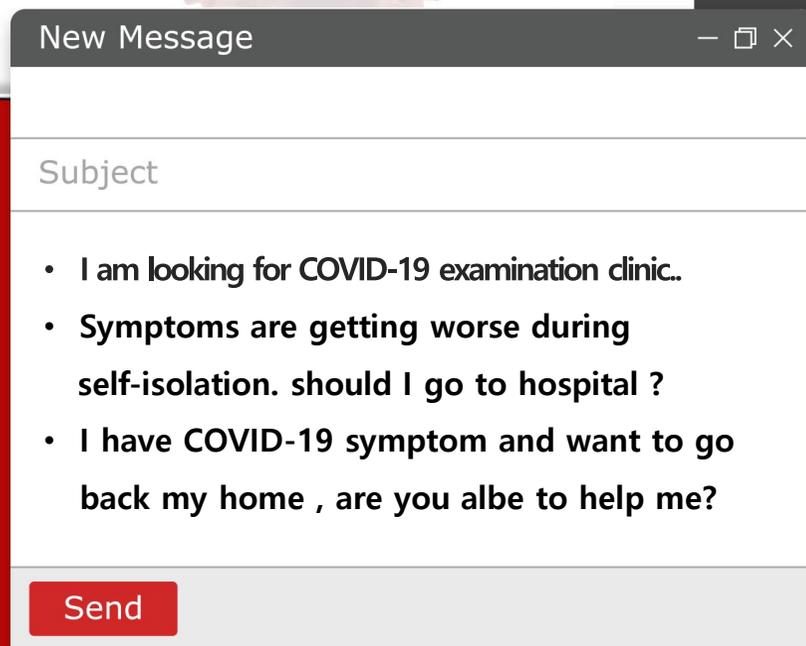
SOUTH KOREA
22-AUG-2020 22:33

Tropical Storm Bavi to make landfall in South Jeolla province on 27 August

It has been reported that Tropical Storm Bavi is forecast to make landfall near Goheung-gun county in South Jeolla province (jeollanam-do) on 27 August. Heavy rainfall along with associated disruptions are anticipated in the affected area.

Solace Advice:
Residents and travellers to the region should monitor local weather reports for updates on the progress of Tropical Storm Bavi. Tropical storm conditions are anticipated. It is important to adhere to all warnings and evacuate flood areas if told to do so. Buildings should be strengthened against the potentially destructive impact of strong winds, heavy rains and flooding. Supplies such as water, medical kit, phones and food should be in adequate supply ahead of the storm's arrival, and enough to sustain for the anticipated duration. For further assistance, training, or advice, please contact the Solace Global Desk - ENVIRONMENTAL

Appendix | COVID -19 solution



New Message

Subject

- I am looking for COVID-19 examination clinic..
- **Symptoms are getting worse during self-isolation. should I go to hospital ?**
- I have COVID-19 symptom and want to go back my home , are you albe to help me?

Send

Provides medical support and psychological counseling against corona anxiety

For dangerous situations, provides medevac

PITCO® Product has been programmed as a countermeasure against COVID-19



Thank you

2020 K-safety expo



TRAVEL SAFE
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