

From the following areas you may use these Toll Free numbers:

Calls from mobile phones will be at your cost.

AUSTRIA	0800 291 702	MALAYSIA	1800 800 428
BRAZIL	0800 891 8401	NETHERLANDS	0800 226 742
CANADA	1800 665 3870	NEW ZEALAND	0800 441 678
FIJI	00800 2149	PHILIPPINES	1800 1611 0045
FRANCE	0800 90 5097	SINGAPORE	800 6161 051
GERMANY	0800 181 7694	SOUTH AFRICA	0800 99 3514
GREECE	00800 6112 6195	SPAIN	900 996 167
HONG KONG	800 933 877	SWEDEN	0200 214 612
INDONESIA	001 803 61 683	SWITZERLAND	0800 838 533
IRELAND	1800 552 636	THAILAND	001 800 611 2885
ISRAEL	180 945 6589	UNITED KINGDOM	0800 899 813
ITALY	800 875 100	UNITED STATES	1800 765 8631
JAPAN	00531 616 441	WITHIN AUSTRALIA	1300 555 019

If you cannot make use of these numbers, ring reverse charge on:

Phone: 61 + 3 + 8805 2800 Fax: 61 + 3 + 8805 2815

Email: omega@qbe.com

BEFORE YOU RING PLEASE READ THIS BOOKLET

NEED TO SEE A DOCTOR, DENTIST OR GO TO HOSPITAL?

Obtain a recommendation from friends, relatives or the place where you are staying. **If you expect that your medical bills will be more than \$1,000 you will need to call us.**

Otherwise obtain a report from the physician or dentist stating the nature of the condition and the cause. Keep receipts for payments made and submit a claim form when you return.

HOSPITALISED?

Call us immediately so that we can monitor your condition and liaise with the hospital and if necessary arrange to have you brought home by our OMEGA Medical team.

When you call we will need to know names, phone and fax numbers for:

- The Hospital
- Your treating Doctor
- Your local Doctor at home
- Your travel partner and/or relative/friend at home

IS YOUR LUGGAGE DELAYED BY THE CARRIER?

Immediately advise the carrier and obtain written acknowledgement from them that you have reported that your luggage has not arrived. If it has been delayed for 12 hours and you need to purchase essential clothing and toiletries please keep all the receipts so that you can claim for them upon your return to Australia. You **do not** have to report the delay to our Assistance number.

LOST SOMETHING OR HAD IT STOLEN?

You will need to report the loss or theft to the police or some other appropriate person (i.e. - airline representative) within 24 hours of noticing the loss. **If the cost of the goods that were lost or stolen is more than \$1,000 please call us.**

OMEGA ASSISTANCE CARD

POLICY

Name

Policy No



If available, insert code from back of PDS and Policy Wording here.

CODE

Departure Date

Issue Date

Return Date

Agent Who Issued Policy

OMEGA Assistance Service is on call 24 hours a day, seven days a week.

Our experienced case managers are specially trained to deal with difficulties that may confront travellers overseas.

CREDIT CARDS / TRAVELLERS CHEQUES?

Because of privacy requirements you will need to call the Credit Card/Travellers Cheque company directly in order to cancel the card/cheques and arrange for replacements.

American Express	61+2+9271 1919	- Call Reverse Charges
Diners Club	61+3+9805 4444	- Call Reverse Charges
Visa	1+ 410+581 9994	- Call Reverse Charges
Mastercard	1+ 636+722 6690	- Call Reverse Charges

To make a Reverse Charge Call firstly contact the international operator and ask to make a Collect Call to the appropriate phone number.

AIRLINE / TRAVEL TICKETS?

The quickest way to replace your tickets is to contact a local office of your airline/tour operator or to call your Travel Agent. If you still have difficulties please call us and we will assist you.

PASSPORTS / VISAS?

Contact the local Embassy or Consulate or alternatively call us and we will advise you about what to do to arrange replacements.

JUST IN CASE

Your bags are delayed, pack a change of clothes and toiletries in your hand luggage and always carry your travel documents and passport with you while travelling.

OBTAIN REPORTS AND KEEP RECEIPTS

If you intend to lodge a claim, reports from doctors, police, airlines and receipts for purchases and expenses that you will claim for, may be required in order to claim.

Ensure you keep all receipts and obtain copies of any reports.

NEVER LEAVE LUGGAGE IN A MOTOR VEHICLE UNATTENDED

Always ensure valuables are in a safe and secure place.

**FOR ASSISTANCE TELEPHONE NUMBERS
PLEASE TURN OVER**

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Phone: 61 + 3 + 8805 2800

To send a fax dial the relevant International Access Code then dial:

Fax: 61 + 3 + 8805 2815

Email: omega@qbe.com

FOR NON EMERGENCY CALLS

For Claim Forms and Claims Enquiries call Australia - BH: (03) 8805 2777

Completed Claim Forms should be forwarded to

Claims Department - P.O. Box 109 Ferntree Gully, Vic. Australia 3156

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Passport Partner

It is Important to read this booklet and your Travel Insurance Policy before you leave.

- ◆ Make sure you always have our Assistance numbers handy.
- ◆ Complete your name and policy number on all the places marked in this booklet.
- ◆ Place your Travel Insurance policy in a safe place and keep it with your travel documents.
- ◆ You do not need to call us for claims under \$1,000 just keep all documentation and claim on your return.
- ◆ Keep all receipts, doctors, police and airline reports, to support your claim.

OMEGA

OMEGA is a Worldwide Travellers Assistance Service, operating 24 hours a day.