

International SOS Q&A's

QUESTIONS	ANSWERS
What is the relationship between ISOS and Chubb?	It's called a Direct Billing Agreement. It allows IntlSOS to get Authorisation and Verification from Chubb which then allows IntlSOS to guarantee payment on behalf of the traveller. We'll then send the invoices through to Chubb in the back end so it's a smooth process for the traveller.
How does IntlSOS and the app contact traveller's whilst away - is an internet connection required?	The App will always work, however, to make and receive calls this requires an internet connection - either via direct network connection on your phone (using data roaming, or through a local sim card) or using Wi-Fi. If an emergency does happen, IntlSOS will use the phone number registered within the App to contact the traveller. Internet connection is vital to ensure communications and alerts are received.
If the traveller purchases a local sim card while travelling, will they still be contactable via the app?	Yes, the App will continue to work regardless of the phone number. However, it's encouraged to then update their App profile with the new number for the duration of the trip so they can receive the auto emergency communications (phone call and text).
Some travellers are working in remote field locations, what is the best way to contact 24/7 assist without internet or network coverage.	You need cellular connection to contact IntlSOS and make calls via the app - we suggest purchasing a local SIM card to give you the best possibility of having access to internet connection and cellular coverage if working in remote locations where Wi-Fi and data roaming may not work otherwise.
When private days are associated with business travel, travellers are required to have their own private travel insurance to cover them for their private days. Given this, can travellers contact Intl SOS when they require assistance during those private days? Note that the University's business travel does not cover a traveller's private days during a business travel.	IntlSOS is provided as part of the University's agreement with the University Insurance provider. IntlSOS will not be able to liaise with your private insurer on your private days. IntlSOS will be able to answer general questions if required on your private days.
In the app, it requests a mobile number and then a personal number to register. It apparently can't be the same number. I only have one number, can't progress past this step. Please advise.	Primary mobile is required but the secondary is optional and can be left blank. If you have issues moving past this stage, please contact support so they can assist.
I noted when I was overseas last year that the app drained my battery extremely quickly. How can this be managed?	We suggest avoiding keeping the app open, and only opening the app throughout the trip to check for updates.
If you don't need a hospital, just a doctor and you know good doctors in the area, can you go to them?	Yes, you can go to them, but this means IntlSOS may not be able to guarantee payment on their behalf. You'd need to pay the doctor directly, then make a claim to have the funds reimbursed directly through your insurer.



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