

Factsheet

A new Emergency Assistance Provider for
QBE Accident & Health policies

Date prepared: 16 June 2022

Introducing World Travel Protection

QBE and World Travel Protection are partnering to provide our customers with a broader range of high-quality travel support services.

Please update your customers

We are asking broker partners to **please make all customers aware** that from 1st July 2022 contact can be made with QBE's new emergency assistance provider via:

- Email: assist@worldtravelprotection.com
- Phone: +61 2 8907 5660

The previous emergency contact lines will remain active with NIB, however, assistance will no longer be available to QBE customers from NIB as at 1st July 2022.

Now providing a superior level of customer service

Following an extensive procurement process, World Travel Protection were selected as QBE's new emergency assistance provider due to their superior quality services. These include:

- Expert Medical Team providing telemedical services
- In-house security specialists providing assurance for travellers in higher risk environments
- 24/7 assistance with contact centres around the globe so there is always someone available to provide assistance when it is most needed
- Global provider network so no matter the destination, reliable medical services are available
- Pre-travel advice to assist in reducing risk

World Travel Protection key benefits



Expert
medical team



In-house
security



24/7
assistance



Global
provider network



Pre-travel
advice

World Travel Protection's emergency assistance services put travellers' wellbeing at the forefront, 24 hours a day, 365 days of the year. They continually monitor potential risks and threats around the world that may impact our customers' travel plans to help keep them safe. Should an incident occur, their 24/7 Emergency Assistance team is ready to respond to any medical emergencies or security threats as they happen.

Contact us for more information

Policy schedules will be updated with the new provider details on renewal. If you have any questions or would like further information, please contact your QBE Accident & Health Underwriter.

<https://www.qbe.com/au/brokers/support/contacts/contacts-by-product>