

INTERNATIONAL  
SOS



**NUS**

National University  
of Singapore

# INTERNATIONAL SOS PROGRAM

WORLDWIDE REACH. HUMAN TOUCH.

# Most Likely Incidents Faced Overseas



Pandemic/  
Falling Sick



Medical  
Emergency



Security  
Emergency



Natural  
Disasters



Road  
Accident



Loss of  
Personal  
Belongings



**International SOS provides  
advice and assistance**



# PROGRAM DETAILS

## **YOUR TOOLS**

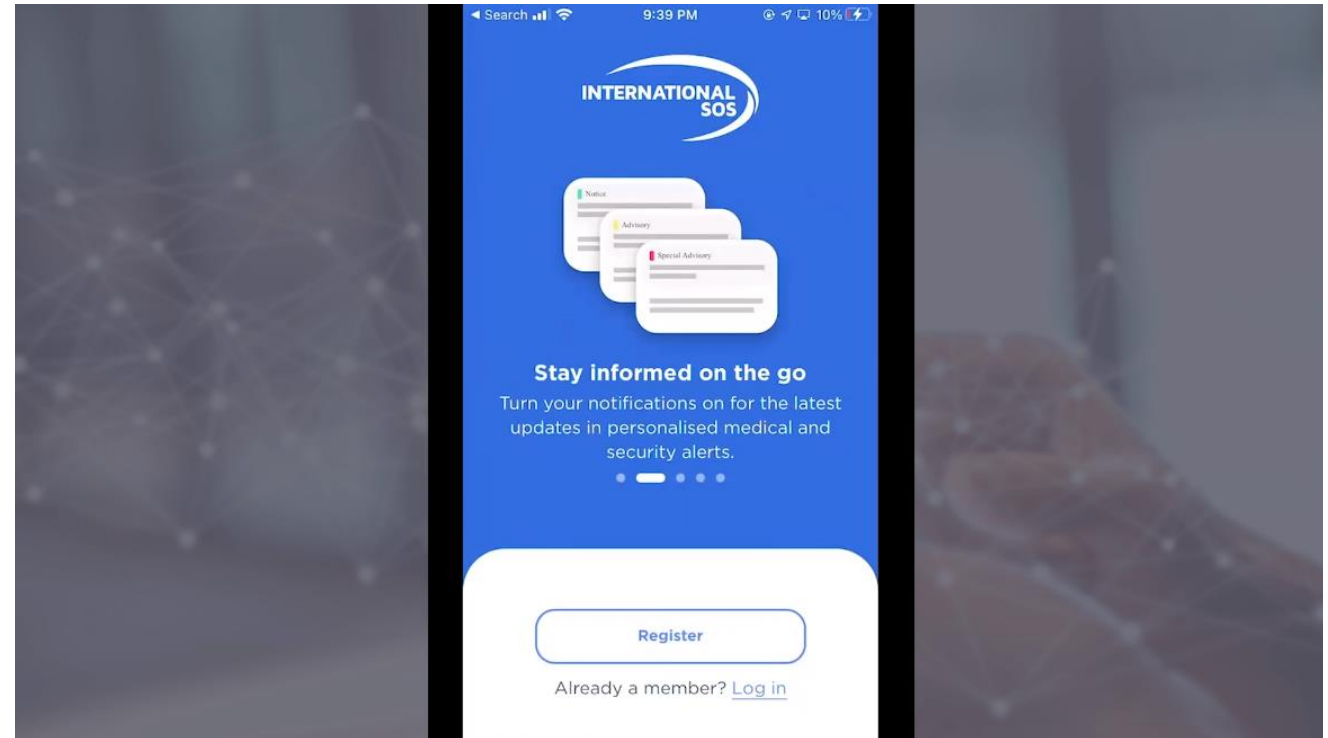
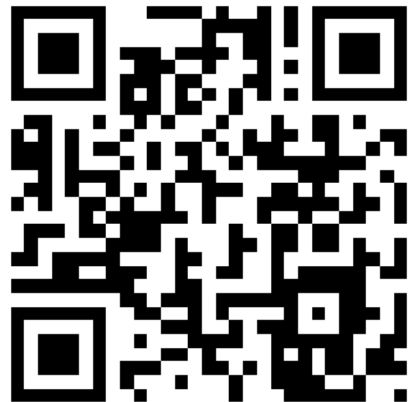


# ASSISTANCE APP – ALL-IN-ONE

## DOWNLOAD & LOGIN THE ASSISTANCE APP

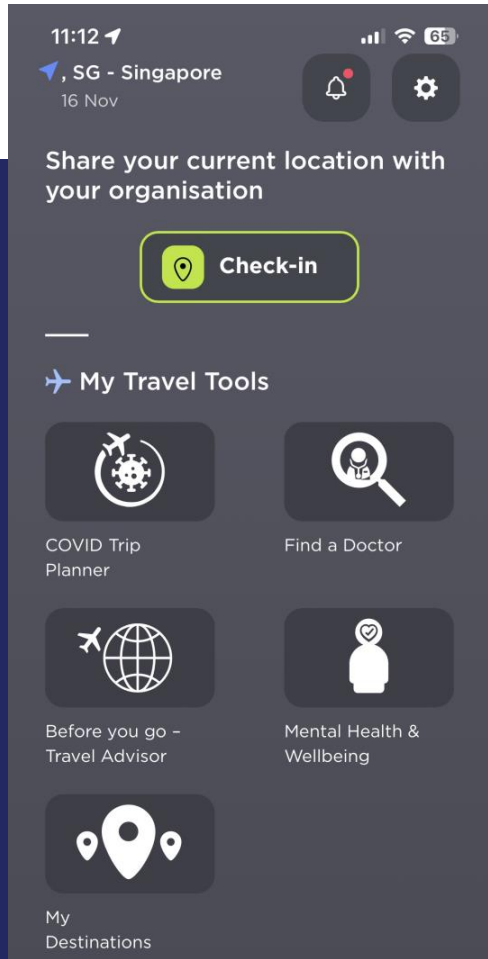
Make sure to login using your NUS email address (@nus.edu.sg)

*\*some users might not be required to key in the membership number; depending on phone model and app version*



**MEMBERSHIP ID: 02ASCA830500**

# ASSISTANCE APP



## ALERTS

Up to date alerts about incidents and events that may adversely affect travelers, including advice and guidance for staying safe and healthy



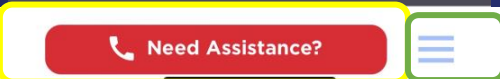
## ASSISTANCE

If you need routine advice, click on the 'Need Assistance' button. The call will be directed to the nearest International SOS assistance center



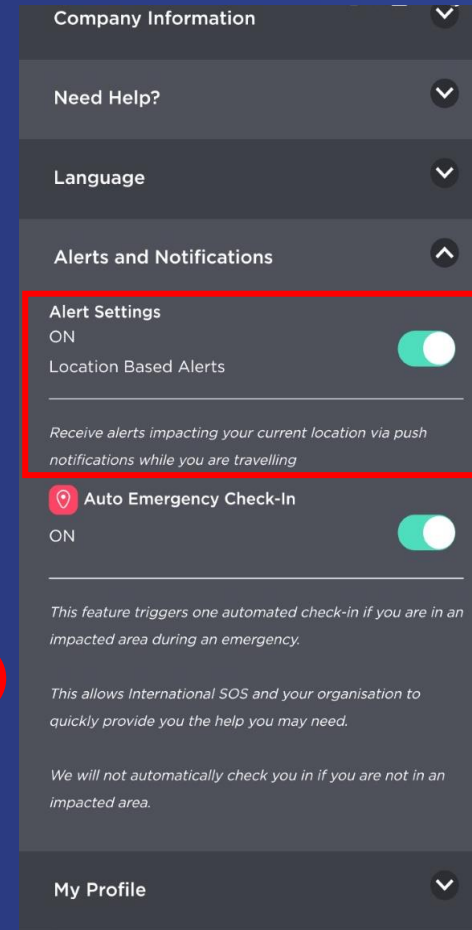
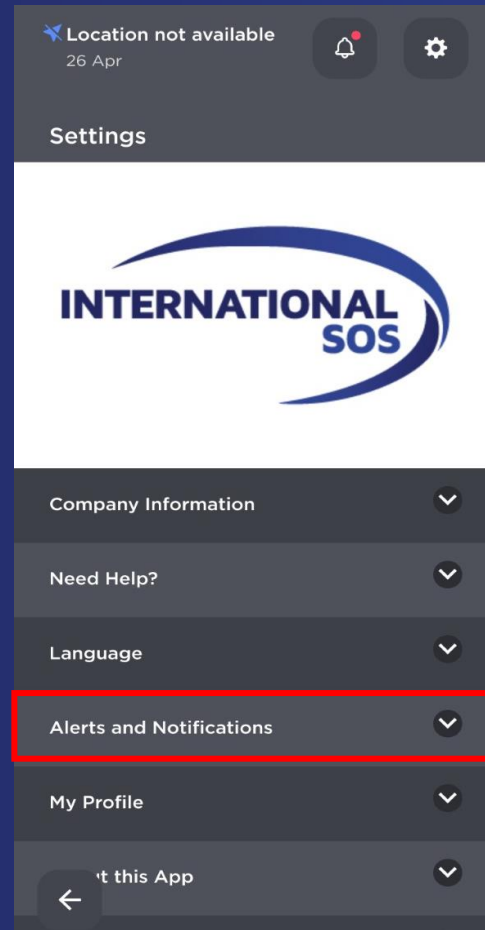
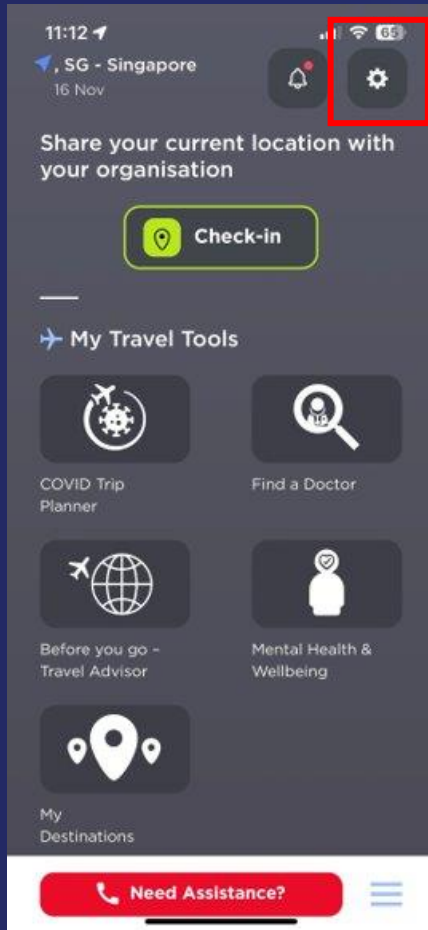
## PERSONALIZED CHECKLIST

Customizable checklist based on traveler's upcoming trips to help them prepare before they leave home



# TURN ON LOCATION SHARING ON THE APP

DON'T FORGET TO ENABLE THIS FUNCTION SO YOU CAN CALL THE NEAREST ASSISTANCE CENTRE & IT ALLOWS YOU TO RECEIVE LOCATION BASED ALERTS & UPDATES



Toggle on and allow "Alert Settings" to be enabled to receive proactive Medical/Security Alerts pertaining to the location you are currently travelling in.

By toggling on this on, you will also be redirected to the nearest Assistance Centre (Intl. SOS has 26 Assistance Centres located worldwide) when you call us using the 'phone' icon on the Assistance App.

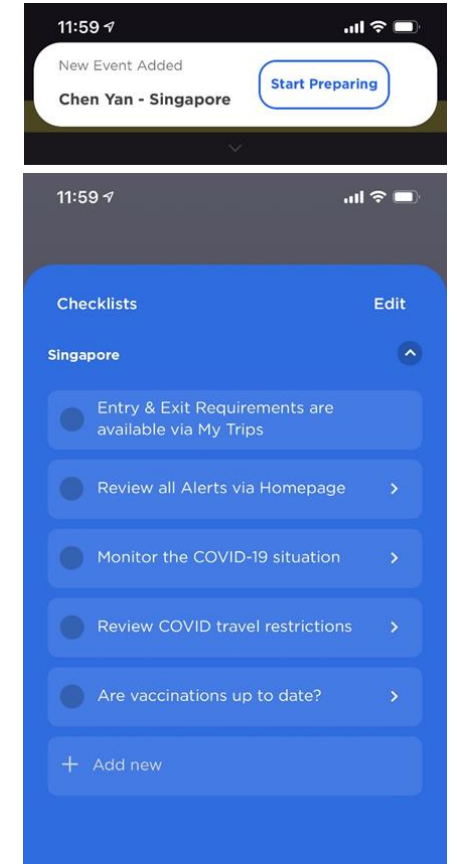
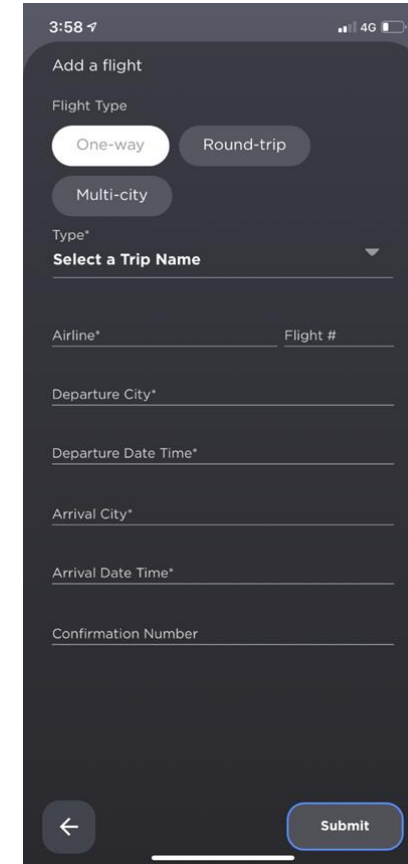
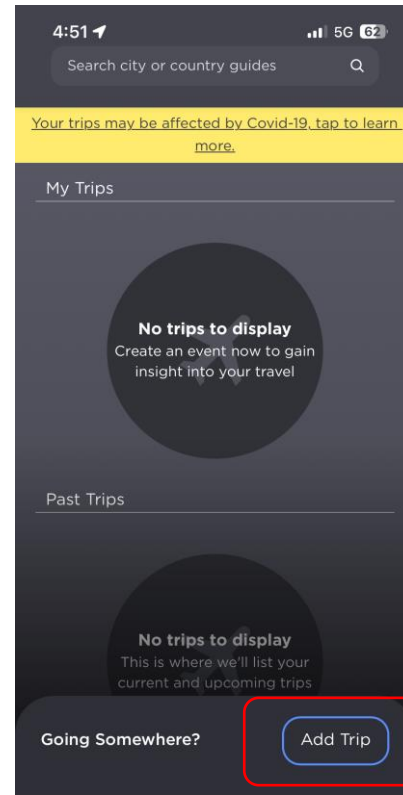
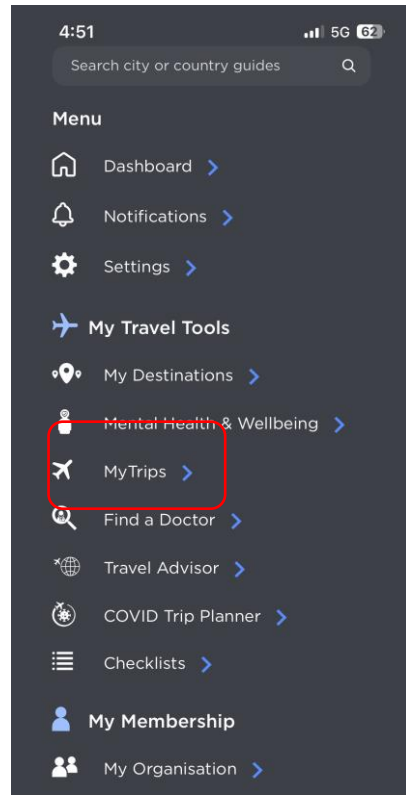
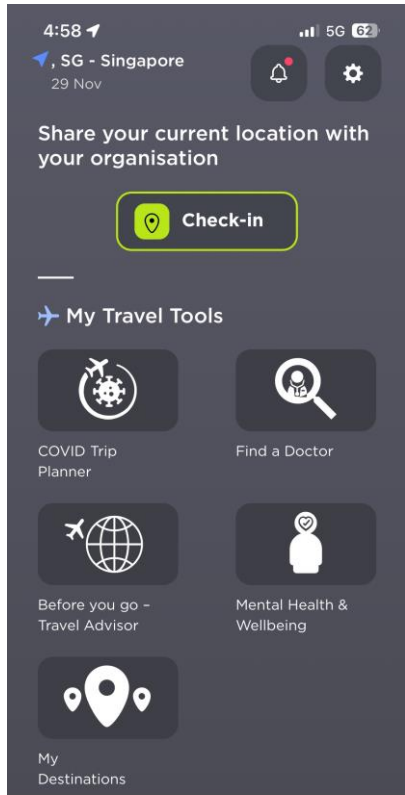
**\*For Android phone users, once you have reached the destination, do open the Assistance app for the location setting to be activated.**

On the Assistance App Homepage, click on the top right icon

Select the arrow under 'Alerts and Notifications'

# Trip entry via the Assistance App

(For students who are making travel arrangements on their own)



1. Under Select a Trip Name, you may enter trip name/destination. It is free text.
2. Key in the trip details as per your e-ticket.
3. Confirmation number is your booking reference.
4. Once done, click "Submit".

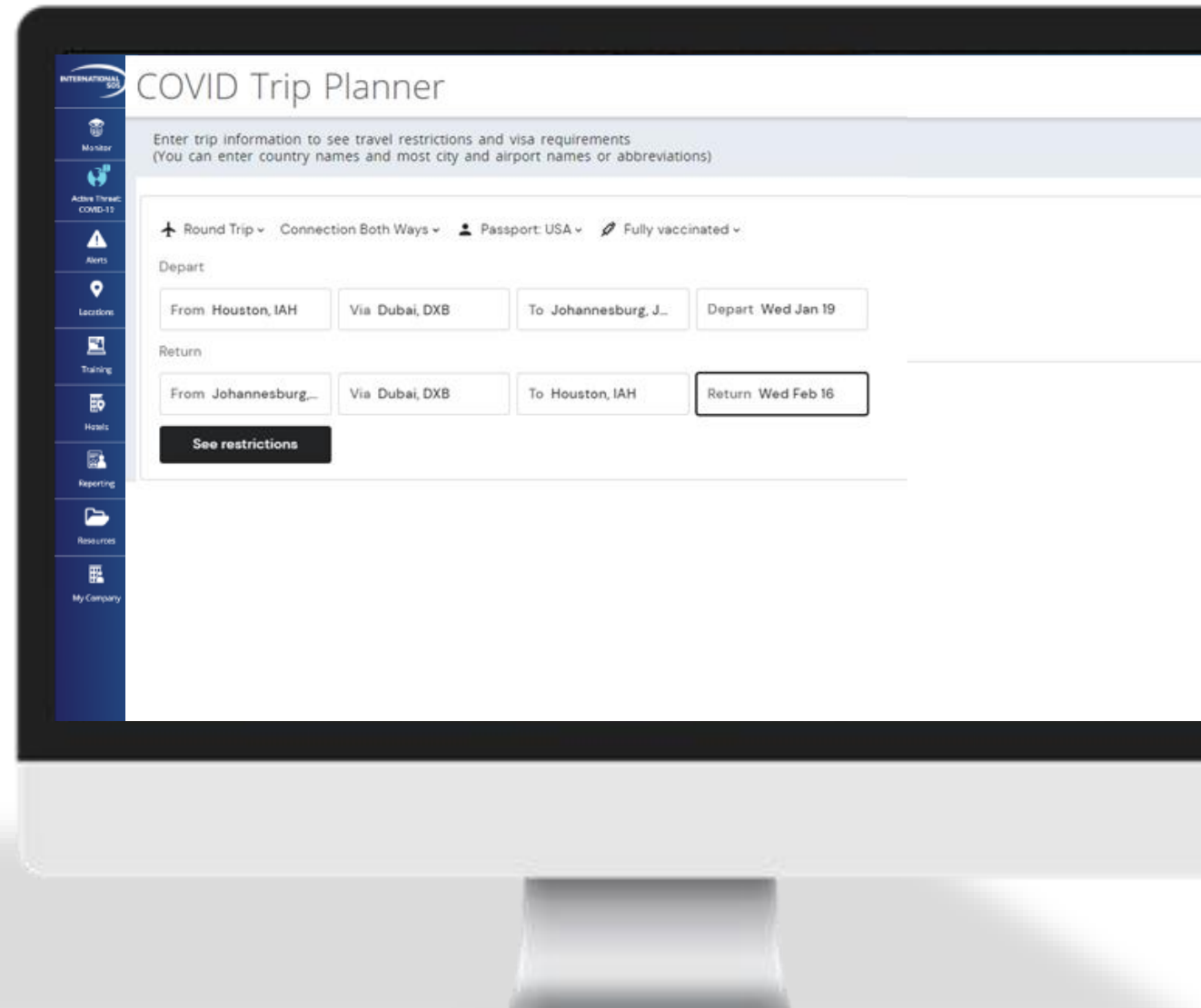
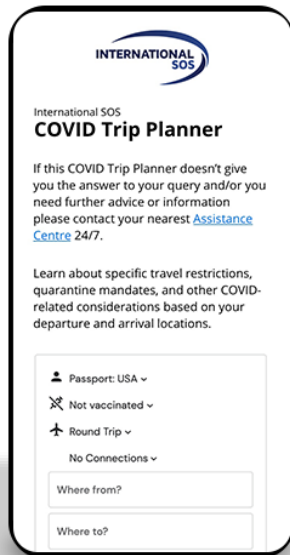
# COVID TRIP PLANNER

## AVAILABLE ON THE ASSISTANCE APP

Avoid trip delays, unnecessary quarantine time, and other disturbances.

COVID Trip Planner lets you understand travel restrictions and requirements for specific trips based on:

- A traveller's personal passport and vaccination status
- Travel and entry/exit rules by destination
- Quarantine mandates and other COVID-related considerations

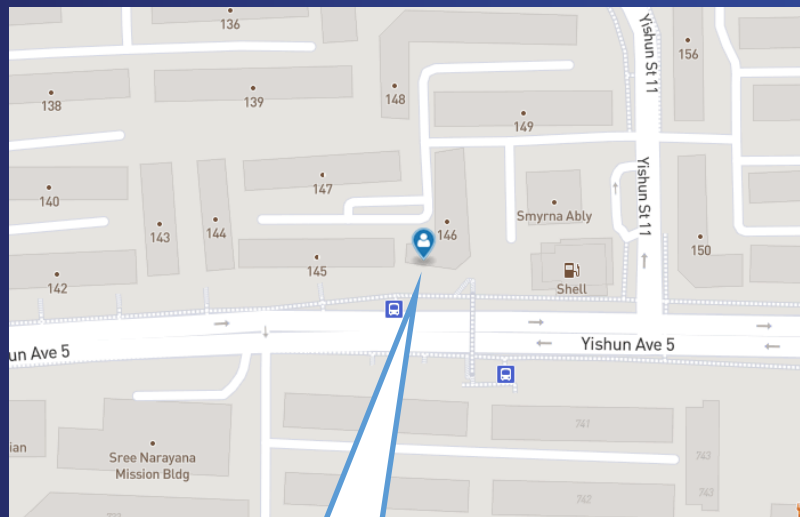


WORLDWIDE REACH. HUMAN TOUCH.



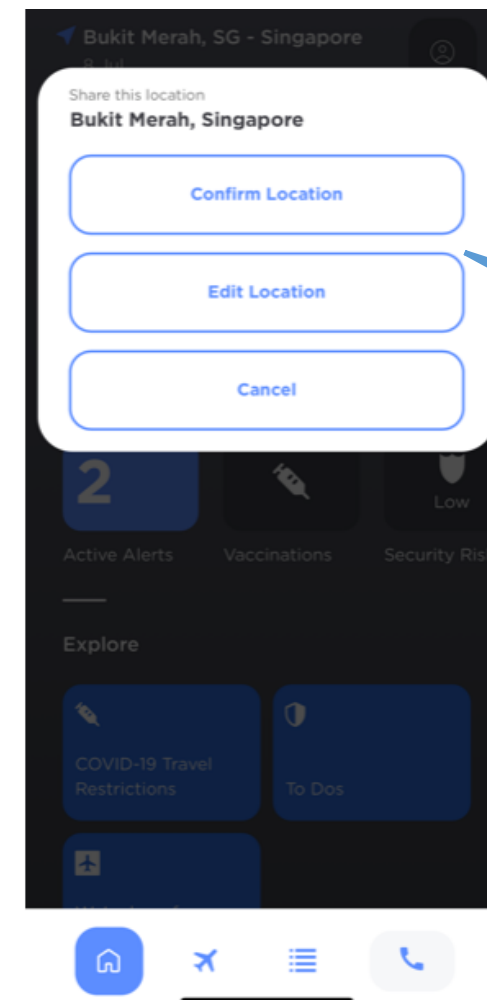
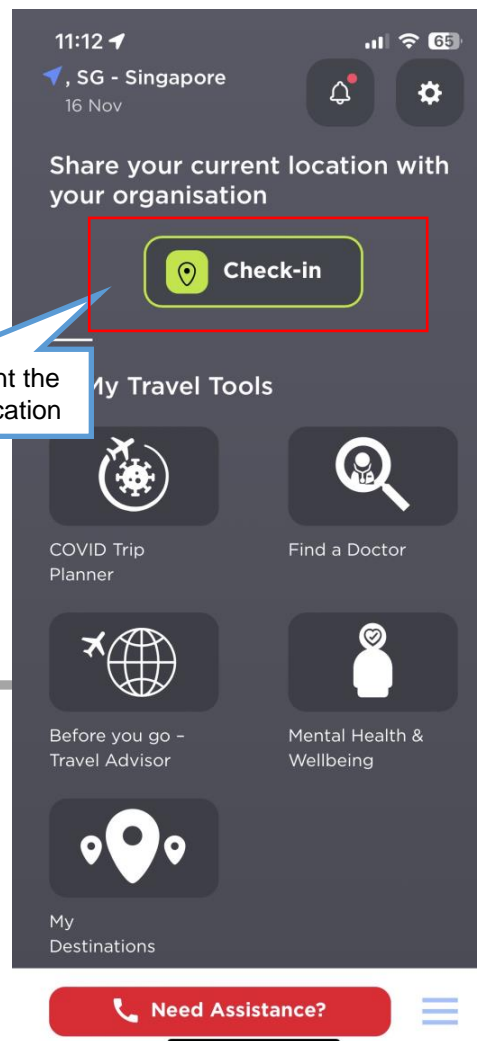
# CHECKING IN

## Sharing Current Location For Precise Support

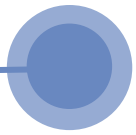


Blue icon only on street level

Ability to pinpoint the physical geo-location



Confirm or enter your current address if your current location is not shown on map



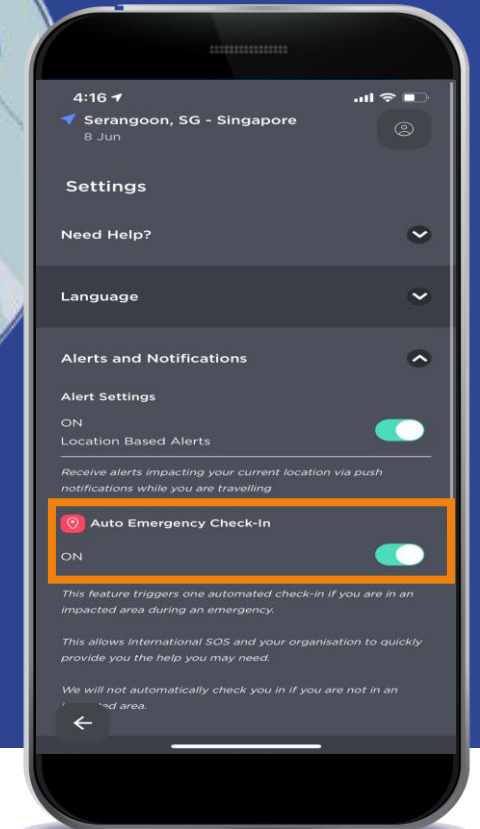
# AUTO EMERGENCY CHECK IN (AEC)

AUTOMATICALLY CHECKS YOUR APPROXIMATE LAST KNOWN LOCATION DURING AN EMERGENCY FOR US TO LOCATE AND SUPPORT YOU



To Activate AEC, user must:

1. Turn "On" the option in the App
2. Enable location services at device level



STUDENTS CONTACTED AUTOMATICALLY VIA 2 WAY COMMS

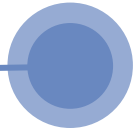
IMPACTED USERS AUTO CHECKED IN

MANAGER VIEWS IMPACTED USERS IN TRACKER

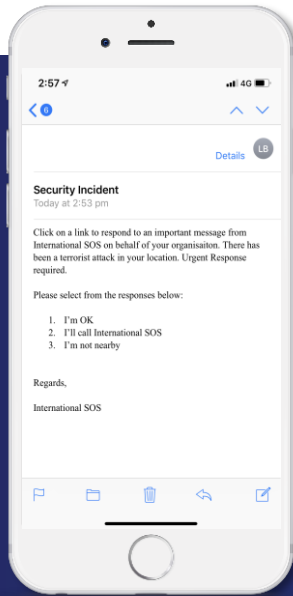
SPECIAL ADVISORY ISSUED UPON AN EMERGENCY INCIDENT OCCURS

APP USERS IN IMPACT AREA IDENTIFIED





# AUTOMATED CRISIS COMMUNICATION (REACHING OUT TO YOU IN AN EMERGENCY)



\* Please save this number on your mobile.



SPECIAL ADVISORY

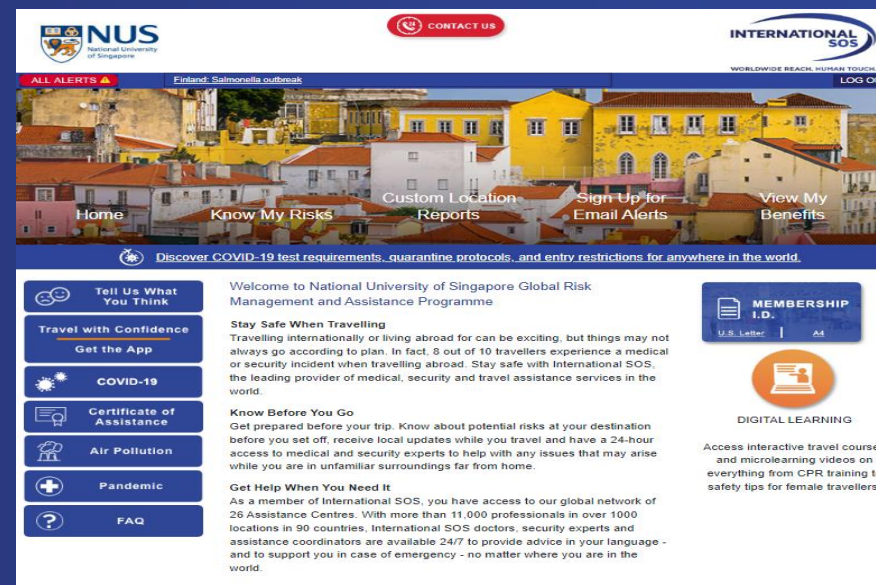
THREE CYCLES OF AUTOMATED REACH OUT TO TRAVELLERS IN AN IMPACT ZONE

# MEMBERS PORTAL

COUNTRY SPECIFIC MEDICAL & SECURITY INFORMATION, ADVICE AND ALERTS – HELPING YOUR PEOPLE KNOW THEIR RISKS



\*Go to [www.internationalsos.com](http://www.internationalsos.com)  
Login with Membership 02ASCA830500



## GLOBAL AWARENESS

Intelligence and monitoring of medical and security events

## DESTINATION INFORMATION

Access risks in locations of interest, sign up for alerts & latest COVID-19 info online

## MEMBERSHIP INFORMATION

Access your membership guide and membership card online

\* As we aim to continuously improve your user experience, the enhancement for the member's portal will be released and communicated from time to time. Please reach out to <https://clientsupport.internationalsos.com/s/> if you encounter any issue with regards to the client portal.

# MEMBERS PORTAL

## FINDING YOUR DIGITAL MEMBERS' CARD

**KEEP WITH YOUR IMPORTANT TRAVEL DOCUMENTS**

**International SOS**  
Medical and Security Services

**Membership I.D.**  
02ASCA830500

**Organization**  
National University of Singapore

Call our medical and security experts 24/7.  
Call before, during and after travel or assignment.

<b>Bali</b> +62 21 766 4633	<b>Jakarta</b> +62 21 750 6001	<b>Paris</b> +33 (0) 155 633 155
<b>Bangkok</b> +66 2 205 7777	<b>Johannesburg</b> +27 (0) 11 541 1300	<b>Philadelphia</b> +1 215 942 8226
<b>Beijing</b> +86 (0) 10 6462 9100	<b>Kuala Lumpur</b> +603 2787 3126	<b>Seoul</b> +82 (2) 3140 1700
<b>Dubai</b> +971 4 601 8777	<b>London</b> +44 (0) 20 8762 8008	<b>Singapore</b> +65 6338 7800
<b>Frankfurt</b> +49 69 3588 100	<b>Madrid</b> +34 91 572 4363	<b>Sydney</b> +61 2 9372 2468
<b>Geneva</b> +41 22 785 6464	<b>Manila</b> +63 (2) 8687 0909	<b>Taipei</b> +886 2 2523 2220
<b>Ho Chi Minh City</b> +84 28 3829 8520	<b>Moscow</b> +7495 937 64 77	<b>Tokyo</b> +81 3 3560 7183
<b>Hong Kong</b> +852 2528 9900	<b>Mumbai</b> +91 22 42838383	

---

**WHEN DO I USE INTERNATIONAL SOS?**

**PREPARE**  
before you leave home:

- Keep your membership card safe and with you at all times
- Call an Assistance Centre for free pretravel information (i.e. vaccination, required medication and travel security concerns)
- Download the Assistance App, log in using your membership number to help you make more informed travel decisions based on our online medical and security reports and country travel risk guides
- Sign up for health and security email alerts
- Inform friends and family that you are with International SOS, so they can get in touch with us should they have any concerns for your welfare while you are away

**WHILE ABROAD**  
all medical and security enquiries, be they of a routine or medical nature:

- Free and unlimited health, safety, and security advice
- Find a local nurse, internationally trained doctor or security specialist near you
- Find medication or medical equipment
- Travel advice on loss of travel documents or legal assistance
- Assistance paying your medical fees

**IN AN EMERGENCY**  
we provide all necessary emergency services, including:

- Arranging medical transportation and care
- Monitoring your condition and provide advice along the way
- Evacuating you when necessary
- Contacting your family, so they know you are in good hands.

**WHERE DO I ACCESS MORE INFORMATION?**  
DOWNLOAD YOUR FREE ASSISTANCE APP

**1** Login to [internationalsos.com/members](https://internationalsos.com/members) to sign up for health and security email alerts using your membership number or:

**2** Download the free Assistance App from [app.internationalsos.com](https://app.internationalsos.com) to contact us and help you make more informed travel decisions based on our online medical and security reports and country travel risk guides.

Or scan this code to download from your device's App Store

Access Your Member Portal at [internationalsos.com/members](https://internationalsos.com/members)

# MEMBERS PORTAL

SIGN UP FOR COUNTRY EMAIL ALERTS TO RECEIVE UPDATES AND ALERTS WHEN AN INCIDENT OCCUR

**NUS** National University of Singapore

**INTERNATIONAL SOS** WORLDWIDE REACH. HUMAN TOUCH.

**ALL ALERTS** United States, Midwest region: Exercise caution, anticipate disruption in coming hours due to severe

Home Know My Risks Custom Location Reports **Sign Up for Email Alerts** View My Benefits

Discover COVID-19 test requirements, quarantine protocols, and entry restrictions for anywhere in the world.

**Tell Us What You Think**

**Travel with Confidence**  
Get the App

**COVID-19**

**Certificate of Assistance**

**Air Pollution**

**Pandemic**

**FAQ**

Welcome to National University of Singapore Global Risk Management and Assistance Programme

**Stay Safe When Travelling**  
Travelling internationally or living abroad can be exciting, but things may not always go according to plan. In fact, 8 out of 10 travellers experience a medical or security incident when travelling abroad. Stay safe with International SOS, the leading provider of medical, security and travel assistance services in the world.

**Know Before You Go**  
Get prepared before your trip. Know about potential risks at your destination before you set off, receive local updates while you travel and have a 24-hour access to medical and security experts to help with any issues that may arise while you are in unfamiliar surroundings far from home.

**Get Help When You Need It**  
As a member of International SOS, you have access to our global network of 26 Assistance Centres. With more than 11,000 professionals in over 1000 locations in 90 countries, International SOS doctors, security experts and assistance coordinators are available 24/7 to provide advice in your language and to support you in case of emergency - no matter where you are in the world.

**MEMBERSHIP I.D.**  
U.S. Letter | A4

**DIGITAL LEARNING**  
Access interactive travel courses and microlearning videos on everything from CPR training to safety tips for female travellers.

## United States: Boston: Avoid area of Northeastern University amid ongoing police operation

**Level:** Advisory

**Location:** Boston - United States

**Category:** Police/security operation, Road disruption

*Last Updated: 23 Sep 2022 03:20 GMT*

Avoid the area of Northeastern University in Boston (Massachusetts state) **in the coming hours** amid an ongoing police operation. The [Curry Student Center](#) near Huntington Avenue has been evacuated following a bomb threat. The university police issued a shelter-in-place order and have advised people to avoid the area. Localised traffic disruption is likely as investigation and response operations are ongoing.

### ADVICE

- Avoid the affected area. If you are near, stabilises.
- If planning to travel to the affected area, to setting out.
- Monitor our US alerts for updates.

### ASIA & THE PACIFIC

#### ADVISORIES

- China:** Eastern provinces: Plan journeys accounting for disruption during passage of Typhoon Muifa
- India:** Gurugram (Haryana state): Exercise caution, follow official directives as police investigate reports of bomb at hotel in Ambience Mall
- Japan:** Okinawa prefecture: Continue to anticipate disruption in coming days during passage of Typhoon Muifa
- Papua New Guinea:** Defer non-essential travel to Highlands region, ensure stringent support following magnitude 7.6 earthquake north-west of Lae

#### NOTICES

- Afghanistan:** Renewed spate of attacks highlights persistent threat of militancy, need to continue to defer all travel
- Australia:** Urban centres: Plan journeys bypassing protests on 17 September over COVID-19-related policies
- Bangladesh:** Dengue in Cox's Bazar
- Hong Kong (China SAR), China:** Poor air quality
- India:** Kolkata: Avoid opposition protests on 13 September due to credible risk of unrest
- Indonesia:** Jakarta: Anticipate disruption on 13 September due to protests against increasing fuel prices
- Nepal:** Kathmandu: Avoid protests in coming days over citizenship bill
- New Zealand:** Urban centres: Anticipate disruption due to COVID-19-related protests on 17 September
- Sri Lanka:** Anticipate disruption during scheduled nationwide power outages until 16 September



# WE HELP YOU ADDRESS THESE HEALTH AND SECURITY CONCERNS

- Calls are part of the program, no limit to calls
- 24 hours a day, 365 days a year
- No question is too small, not just for emergencies



In particular, these are our support services you might find helpful :

- Find **COVID-19** testing sites and travel restriction information
- Assist in prescription refills
- Recommend travel security advice
- Advise how to gain access to the appropriate medical care
- Second opinion



# EMOTIONAL SUPPORT

EMOTIONAL WELLBEING IS ALSO SUPPORTED THROUGH OUR ASSISTANCE CENTRES BY OUR PARTNER WORKPLACE OPTIONS



Travelling through time zones – ‘jetlag’



Balancing studies and life



Poor sleep and diet



Adapting new environment and culture change



Isolation, disconnected from support, being far away from home

**01**

## EMOTIONAL SUPPORT

Consistent and globally delivered emotional support through International SOS Assistance Centers

**02**

## OPTIONS

Counselling via phone, video-call or face-to-face sessions are available

**03**

## TREATMENT PLANS

Allow for 5 sessions per individual, per issue, per year

# Stay Healthy, Safe and Secure

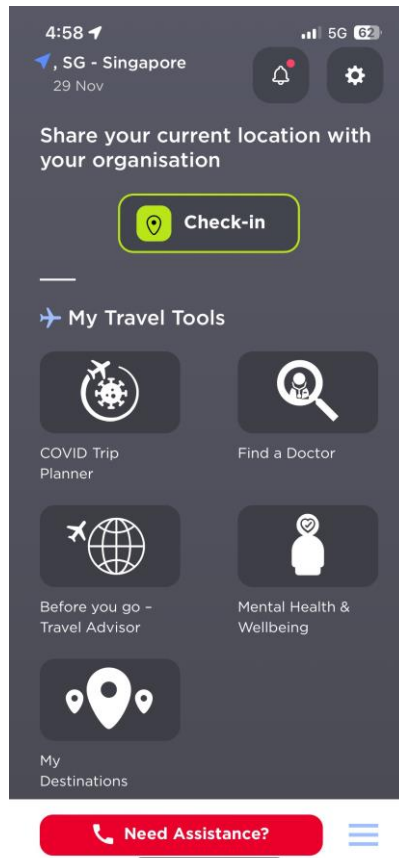
Use your membership before or during your time overseas if you have:

- **Safety Concern**                   ➤ “I saw on the news that there is a protest in downtown New York. Is it safe to go?”
- **Medical Question**               ➤ “I think I have Covid-19, what should I do next?”
- **Medical Emergency**           ➤ “I am experiencing chest pain”
- **Safety Concern**                   ➤ “I am planning to stay on 6<sup>th</sup> Avenue, could you advise if this is a safe location for a student?”
- **Security Emergency**           ➤ “There are rioters outside my hotel!”
- **Travel Assistance**               ➤ “I’ve been pick-pocketed, I’m not sure how to communicate with the authorities who don’t speak English here .”

When you need help, International SOS is there for you.



# Phone to the Assistance Centre



**\*Save this number on your phone in the event the app is not working. Local SIM card or Roaming enabled SIM card with talktime/minutes required for the call .**

<b>Bali</b> +62 21 766 4633	<b>Jakarta</b> + 62 21 750 6001	<b>Paris</b> +33 (0) 155 633 155
<b>Bangkok</b> +66 2 205 7777	<b>Johannesburg</b> +27 (0) 11 541 1300	<b>Philadelphia</b> +1 215 942 8226
<b>Beijing</b> +86 (0) 10 6462 9100	<b>Kuala Lumpur</b> +603 2787 3126	<b>Phoenix</b> +1 480 333 3595
<b>Dubai</b> +971 4 601 8777	<b>London</b> +44 (0) 20 8762 8008	<b>Seoul</b> +82 (2) 3140 1700
<b>Frankfurt</b> +49 6102 3588 100	<b>Madrid</b> +34 91 572 4363	<b>Singapore</b> +65 6338 7800
<b>Geneva</b> +41 22 785 6464	<b>Manila</b> +63 (2) 8687 0909	<b>Sydney</b> +61 2 9372 2468
<b>Ho Chi Minh City</b> +84 28 3829 8520	<b>Moscow</b> +7495 937 64 77	<b>Taipei</b> +886 2 2523 2220
<b>Hong Kong</b> +852 2528 9900	<b>Mumbai</b> +91 22 42838383	<b>Tokyo</b> +81 3 3560 7183

## Contacting International SOS



Utilise the “Need Assistance?” within the International SOS Assistance App

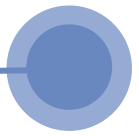
**When calling please be prepared to provide the following:**

- **Your Full Name**
- **Identify that you are from National University of Singapore and the programme you are on**
- **A phone number to call you back on**
- **Location and Status**

**Non emergency enquiries:**

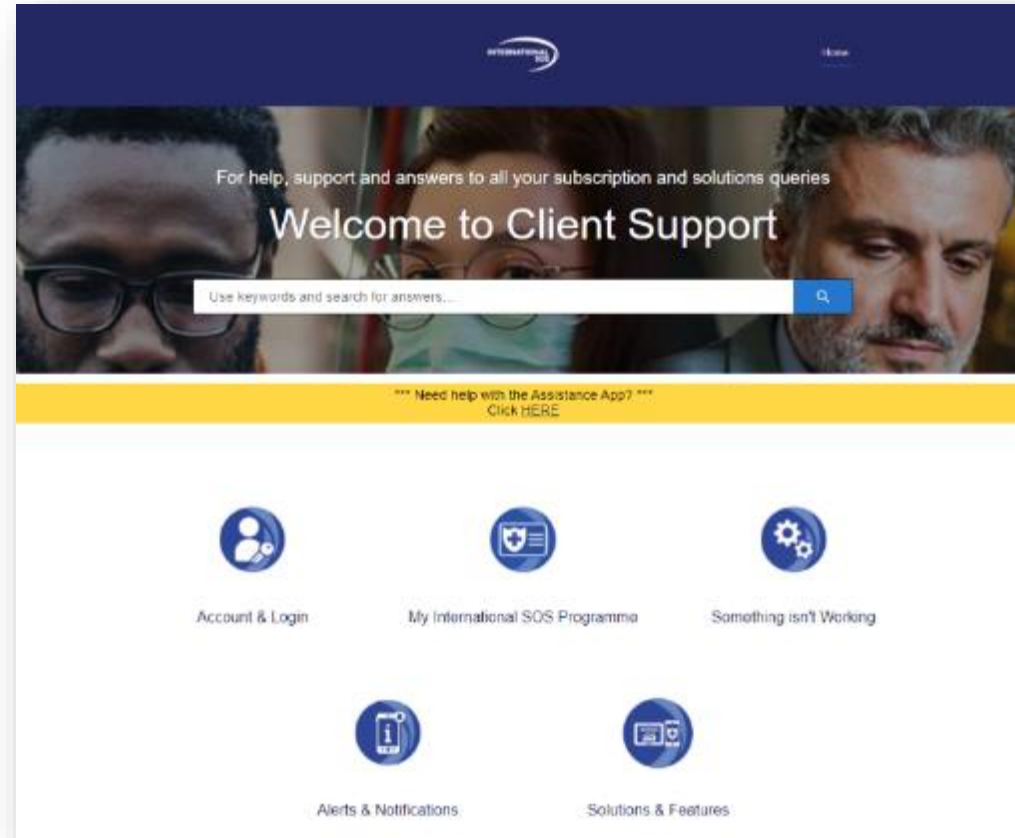
[singapore@internationalsos.com](mailto:singapore@internationalsos.com)

Expect up to 48 hour response time




# HANDY RESOURCE

BOOKMARK THIS TROUBLESHOOTING PAGE



[HTTPS://CLIENTSUPPORT.INTERNATIONALSOS.COM/S/](https://clientsupport.internationalsos.com/s/)

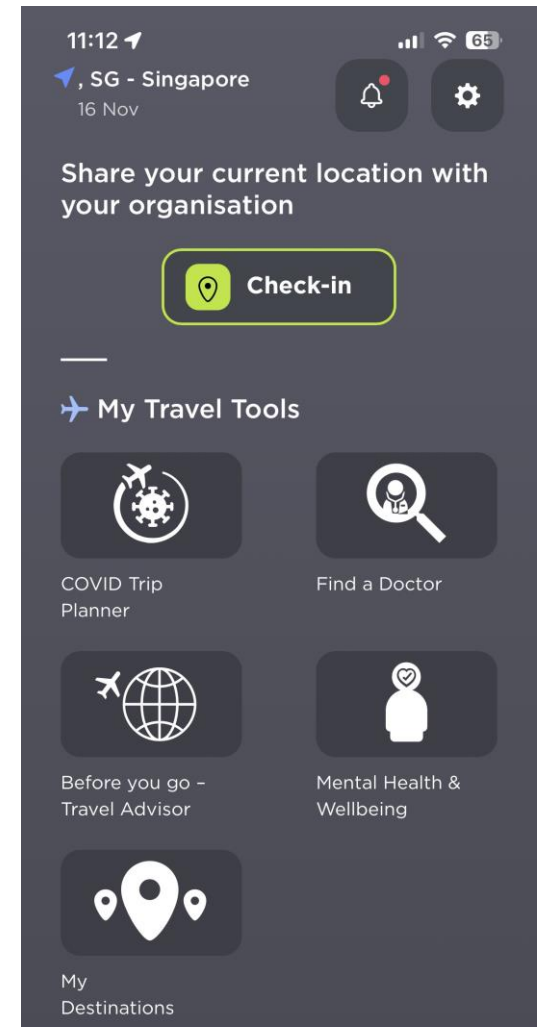
# FAQ

- 1) Is our family covered if they travel with us?
    - Only NUS student and staff is covered
  - 2) If I purchased a SIM card whilst overseas. How do I inform the change of number?
    - You can update the mobile number via the Assistance App under the Profile page
  - 3) What are the numbers I can store on my mobile and reach out to when I need help?
    - Please save at least 1 of the following Singapore Assistance Centre Nos on your mobile:
      - +65 6338 7800
      - +65 6350 1600
      - +65 6337 6517
  - 4) Where can I find out more information on the International SOS membership?
    - You may log into the International SOS Portal to find out more under the FAQ section
- 

# THANK YOU & HAVE A SAFE TRIP!

WORLDWIDE REACH. HUMAN TOUCH.

Download the  
Assistance App



[📞 Need Assistance?](#)

