



Holiday Care from Questor Insurance

TravelBrief

From a database of over 250 countries, HolidayCare can provide a pre-trip health planner for any trip abroad. Recommended when travelling long haul, to non-tourist destinations, or when staying in less than 3 star accommodation. TravelBrief provides a healthcare profile matched to the customer's travel itinerary by country, time of visit, type of living conditions and age.

A TravelBrief is issued to customers by first class post and contains the following information:

- Seasonal diseases and potential health hazards
- Recommended immunisations
- Malaria proliferation
- General travel advice
- Foreign and Commonwealth advice on the holiday location

TeleCare

Research indicates that over 10% of UK travellers suffer from some minor medical problem when abroad, that is related to the environment in which they stay. For convenience and to help avoid any language problems, TeleCare provides 24-hour access to expert medical professionals in the UK from over 100 countries worldwide, covering 90% of holiday destinations.

TeleCare offers a fast and convenient way to obtain practical help and information on virtually any situation customers are likely to experience when travelling abroad, with a confidential service that is fully compliant with UK medical protocols:

Registered Nurse

- Pre-trip travel health information and guidance
- Precautions necessary for different countries and environments
- Common minor ailments and bugs experienced when abroad
- Holiday First Aid
- Sunburn and heat exhaustion
- Child health
- Medical practitioner 'in-country' service locator
- Foreign emergency services database

Pharmacist

- General information on prescribed drugs
- Identification of foreign brand names for prescribed drugs
- Adverse reactions and interactions
- Side effects of prescribed drugs
- Contra-indications
- Tropical diseases information

Midwife

- General healthcare information during pregnancy
- Travel advice during pregnancy
- Symptom analysis during various stages of pregnancy
- Diet and food recommendations
- Special precautions when travelling abroad

PassportGuard

PassportGuard provides a service that helps to reunite a lost passport or visa with its rightful owner. Once the two PassportGuard tags provided in fulfilment literature are registered (as indicated in 'Set-up and Operational Requirements) and the customer applies the labels supplied to the reverse of two passports, the finder of a lost passport has the means to contact the owner.

The retrieval system works when the finder of the passport calls the number on the PassportGuard label, which in turn automatically activates:

1. A diversion of the call to the registered telephone of the owner of the passport
2. An SMS text alert to the owner's mobile phone
3. An e mail alert to the registered email address of the owner

The activation process takes a matter of seconds, enabling the owner to identify the best means by which to recover their passport.

LuggageGuard

LuggageGuard provides a service that helps to reunite lost luggage with its rightful owner. Once the LuggageGuard tags provided in fulfilment literature are registered (as indicated in 'Set-up and Operational Requirements) and the customer applies the two labels supplied to his baggage, the finder of a lost bag has the means to contact the owner.

The retrieval system works when the finder of the baggage calls the number on the LuggageGuard label, which in turn automatically activates: -

- 1) A diversion of the call to the registered telephone of the owner of the baggage
- 2) An SMS text alert to the owner's mobile phone
- 3) An e mail alert to the registered email address of the owner

The activation process takes a matter of seconds, enabling the owner to identify the best means by which to recover their baggage.

The TravelBrief and TeleCare services are supported by a unique worldwide “free call-back” service activated on receipt of the customer’s initial phone call. As long as the customer provides accurate telephone details the most appropriate member of staff will return their call immediately in the Healthcare team who will then respond to their issue.

KeyholderSupport

This service is designed to take the “worry off the customers shoulders”, should a home emergency happen whilst they are away–

This service can do two things for you: -

- 1) Provides a “key holder” (the person/friend/family or neighbour) with a support service should there be an emergency at the home requiring the services of a tradesman
- 2) We can commence a home insurance claim for the customer in their absence

How does this service work?

- The “key holder” has access to a 24x7x365 support line, printed on a key fob that we provide, who will discuss the problem and agree what is to be done
- A professional tradesman is supplied to sort out the emergency, so that the problem does not continue to cause problems–such as a leaking pipe, broken window etc
- We will check the customer’s details on our system, give the key holder a price for a call-out, and if they’re happy with that, we will need them to provide us with a credit/debit card for paying the tradesman, which the customer can then repay to them, when they return from holiday.
- If the work is minor the tradesman will complete it. If more substantial the tradesman will provide a quote and seek approval and payment before continuing
- The cost of work, in many instances of a home emergency, can be reclaimed from the home insurer. Although we cannot guarantee how insurers will respond– in the event (in our opinion) of the emergency being serious enough to warrant a buildings or contents claim, we will report the loss (on the customers behalf) to their insurer, if they wish us to
- The services are fully guaranteed for:
 - Emergency - 3 months
 - Permanent - 12 months
- At our discretion, if the emergency is very serious we will attempt to make contact with the customer, whilst they are away

AllergyAware

A simple idea–we have a database of 70 of the most common allergies, which have been translated into 15 different languages.

We send the customer a text (up to 2 allergies converted into 1 language)–which they can store in their in-box–simply show that message to any relevant person– hotel, restaurant, or medical professional. Just to make sure, we will also send the customer an email!!

If they need more than 2 allergies translated, or wish for more than one language, then the extra texts are easily and affordably purchased on the POM website.

VaccinationCare

Medicentre are the UK's leading group of private clinics for fast, efficient, and high quality travel healthcare services—visit a Medicentre with the brochure and get 20% off vaccinations a HUGE saving!

Medicentre also have a range of other travel services—see their website www.medicentre.co.uk for more detail or call **0870 600 0870** for the nearest centre.

Service Provider

Holiday Care is a service provided by: -

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