

EURO-CENTER
Local Assistance - Worldwide



CORONA VIRUS

CAPABILITY STATEMENT



INTRODUCTION

This brief serves to provide an overview of our capabilities in respect of servicing you and your policy holders affected by the Corona Virus situation.

The situation is evolving and we are limited by authorities' restrictions. However, due to our extensive network of Air Ambulances, medical facilities and security support, the support is comprehensive.

EVACUATIONS

Our AA partners are able to extract individuals or provide mass evacuations, within the restrictions imposed by authorities. The limitations may change at short notice.

1. Commercial flight bookings. Note that some airlines no longer fly to China
2. Mass evacuation by charter flight from not restricted area. The global demand is high for chartered flights, but Euro-Center benefits from many provider agreements.
3. Individual transport:
 - a. Scenario 1: Policy holder is sick, but not in an area of infection. Euro-Center can support on a case by case basis.
 - b. Scenario 2: Policy holder is sick and in an area of infection. Euro-Center is limited by local restrictions, but can liaise with authorities, embassies and family.

LOCAL LOGISTICS AND INFORMATION SUPPORT

- Deployment of medical personnel to support extraction from non-restricted areas. Our own medical personnel or those of our providers are experienced in air evacuations and policy holder support.
- Telemedicine – urgent telephonic consultation to establish symptoms of disease
- Logistic support (arranging transportation, on site luggage support, logistic officer on site) to support extractions from affected but non-restricted areas
- Liaison with local authorities and foreign missions.
- Local know how and recommendations
- Travel advice
- Regular updates

SECURITY SERVICES

Security support is available to all our clients. The following information is provided by our partner company Security Exchange (SE)

- SE is able to provide on the ground support. It may not be possible in areas where travel is restricted or where areas are in shutdown. However clients will still be assisted with direct information, advice



and guidance, liaison with authorities, message delivery.

- For insurance companies, SE would in conjunction with EC be able to set up command posts which would be manned and act as the main portal for all concerned parties.
- SE already has direct hotline support at EC alarm companies.
- SE can assist corporates with contingency planning and business continuity guidance.
- SE can prepare, in advance, scenarios/plans for lockdown situations
- For stranded travellers, SE advice would concentrate on staying safe whilst ensuring, as much as possible, that supplies are stored, and communications are managed.
- It is important that persons who cannot leave an area are safeguarded as much as possible. Whilst SE may not be able to actually provide on the ground assistance in all cases, SE would seek to prepare clients in terms of their security and well-being.

YOUR POSITION

Euro-Center would like to learn of your own position to services available for your policy holders affected by the Corona Virus. We will then distribute the information to our Euro-Centers, ensuring that all are updated on your approach to the crisis. This will enable our offices to provide the most effective service and pre-empt situations.