

# CORPORATE TRAVEL CLAIMS PROCEDURE

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## 1. EMERGENCIES

Identification Cards have been issued to identified overseas travellers and should be carried whilst travelling. These cards contain a telephone number for emergency assistance. The service includes:

- Medical Insurance verification
- Payment guarantees to hospitals
- Emergency Medical Advice (24 hours per day)
- Case Management if hospitalised
- Cost containment and control
- Hospital discharge planning
- Arrangement of evacuation home

## 2. NON-EMERGENCIES

A claim form should be prepared and sent to Oracle Insurance (ensuring your ABN No. and Input Tax Credit entitlement are included) as soon as possible.

Overseas travellers must report losses to the local police or responsible officer of any aircraft or vessel on which he / she is travelling.