



WELCOME

TO YOUR MEDICAL AND TRAVEL SECURITY ASSISTANCE SERVICE

PROTECTING YOU IS OUR PRIORITY

When you are away from home and in unfamiliar or remote locations, there are some events that you cannot predict. If you feel unwell, unsafe or have lost something important to you, simply contact us. Your membership gives you access to 24/7 worldwide medical, security, travel and emergency assistance. Rest assured, we will do everything possible to make your trip memorable for all the right reasons.

YOU ARE IN SAFE HANDS

Contact our multilingual nurses, doctors, logistics and travel security experts whatever your problem, wherever you are. Our advice is unlimited and it is free to call and speak to us. Collect calls are accepted.

NOW THAT YOU HAVE YOUR MEMBERSHIP CARD, KEEP IT SAFE AND WITH YOU AT ALL TIMES.

1 LOG ON

to 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 to contact us and help you make more informed travel decisions based on our online medical and security reports and country travel risk guides.



available on Android, BlackBerry*, Windows* & iPhone*.

Control Risks

MEDICAL AND TRAVEL SECURITY ASSISTANCE

International SOS Membership No. 11BYCA814708

CRS Farmer to Farmer Volunteer

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

Download the free Assistance App from app.internationalsos.com

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

BALI	BANGKOK	BEIJING
+62 361 710 505	+66 2 205 7777	+86 10 6462 9100
DUBAI	FRANKFURT	GENEVA
+971 4 601 8777	+49 6102 3588 100	+41 22 785 6464
HANOI	HO CHI MINH CITY	HONG KONG
+84 24 3237 3726	+84 28 3829 8520	+852 2528 9900
JAKARTA	JOHANNESBURG	KUALA LUMPUR
+62 21 750 6001	+27 11 541 1300	+603 2787 3126
LONDON	MADRID	MANILA
+44 20 8762 8008	+34 91 572 4363	+63 2 6870909
MOSCOW	MUMBAI	PARIS
+7 495 9376477	+91 22 42838383	+33 155 633 155
PHILADELPHIA	SEOUL	SINGAPORE
+1 215 942 8226	+82 2 3140 1700	+65 6338 7800
SYDNEY	TAIPEI	TOKYO
+61 2 9372 2468	+886 2 2523 2220	+81 3 3560 7183

WORLDWIDE REACH. HUMAN TOUCH. Internationalsos.com/members



**WORLDWIDE REACH.
HUMAN TOUCH.**

Internationalsos.com

FROM FRANKFURT TO HO CHI MINH CITY, WHEREVER YOU ARE, WE ARE THERE TOO.



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 pre-travel 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, contact us for all medical and travel security enquiries, be they of a routine or emergency 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.

A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



26 ASSISTANCE CENTRES

With our local experts available globally, you can speak to us in any language, anytime 24/7.



5,200 MEDICAL PROFESSIONALS

Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



200 SECURITY SPECIALISTS

24/7 access to travel security reporting, analysis and expert advice from our security consultants, analysts and tracking experts around the world.




67 CLINICS

An integrated network of 67 International SOS managed clinics around the world, practising international standards of medicine - mostly in emerging countries.



70,000 ACCREDITED PROVIDERS

A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.



You can make a collect call from your loaner phone!!



Travel Assistance and Insurance Procedures

Medical & Security Assistance Provider: **International SOS**

Emergency Assistance Phone Number: **+1-215-942-8226***

* When outside the USA or Canada, you may first have to contact the local telephone operator for help in placing your collect call, or if dialing direct, enter the international Access Code of the country you are calling from.

The Farmer-to-Farmer Program has contracted with two industry leaders to provide Travel Medical & Security Assistance Services to trip members:

- **International SOS** – A call to International SOS is all that’s required to activate their services for medical, security and natural disaster incidents, ranging from the most routine to full emergencies.
- **Chubb & Sons** – Chubb provides the insurance for urgent and emergency medical expenses and evacuation & repatriation expenses. The Chubb policy also included Accidental Death & Dismemberment insurance. You don’t need to call Chubb; International SOS will handle that for you behind the scenes.

Tips for Team Leaders... Just call International SOS

If someone is hurt, injured or in an accident and you are unsure of what to do... call International SOS (collect) at +1-215-942-8226.

International SOS can assist with the following:

- Make a referral to an appropriate medical provider
- Provide a guarantee for the medical expenses
- Help manage the case
- Assist with an evacuation
- File the claim with the insurance company (Chubb) when the case is closed

In the event that you need to pay for medical services directly, please be sure to get copies of all receipts. Richter International Consulting can assist with filing a claim after you return from the trip.

Insurance Carrier: **Chubb & Sons**

Chubb Plan Benefits:

\$50,000 Medical Benefit (no deductible) for urgent and emergency care

\$1,000,000 Medical Evacuation & Repatriation

\$100,000 Security Evacuation



Effective: October 30, 2018

\$100,000 Natural Disaster Evacuation
\$20,000 Accidental Death & Dismemberment

Notes:

- 1) This plan provides coverage during the effective dates of the policy (the duration of the trip). This plan DOES NOT cover you for follow-up treatment in the US. When you return to your country of residence, the insurance is no longer in effect.
- 2) This plan does not include trip cancellation benefits or lost or delayed baggage.

[Questions about coverage contact:](#)

Richter International Consulting LLC
PO Box 1215
Issaquah, WA 98027
+1-425-961-0446
E-mail: BenefitsAdmin@richterintl.com

Effective: October 30, 2018



INTERNATIONAL SOS

INTERNATIONAL SOS ASSISTANCE APP

Stay informed, healthy and safe while traveling abroad



Use the International SOS App before and during your next trip for:

1. Click-to-Call the Assistance Center closest to your location
2. Talk to medical and travel security experts for everyday advice and in an emergency
3. Access the latest medical and travel security information for your destination

Download from the app stores or at app.internationalsos.com

available for:



Membership number:
11BYCA814708



OCRS
CATHOLIC RELIEF SERVICES
FARMER FARMER

WORLDWIDE REACH.
HUMAN TOUCH.

internationalsos.com

Effective: October 30, 2018

Best Practices for Managing Health Issues in Country

- 1) **Don't hesitate to reach out to SOS.** You can call collect from any phone or contact someone for a live chat through their app (see separate app guidance document), if you have elected to travel with a smartphone. They can even help with small issues, so don't hesitate to reach out.
- 2) **When sick, keep your country program contacts updated.** If you are experiencing health issues and coordinating care with SOS, let your in-country contacts know, both Farmer-to-Farmer staff and other key contacts you may have met, like the Country Representative or Head of Programs.
- 3) **Don't wait it out too long.** Volunteers sometimes hesitate to let anyone know they are experiencing health issues, often feeling bad that they are ill on assignment, or because they think the issue will resolve on its own. It's always best to speak up earlier, because both SOS and country program staff have experience with these issues and can provide insight and support.
- 4) **Respect country program decisions about seeking care.** Occasionally you may be asked to seek care when you feel things aren't so bad. Although the CRS cannot give official medical advice, country program staff may insist that you be seen or brought back to a location where care is better. Many of them have seen these health issues and are familiar with treatment centers, and their decisions are based in a desire to make sure you are properly cared for. In cases where volunteers have been asked to seek care when they didn't think it was necessary, they later expressed gratitude that CRS had insisted.
- 5) **Stay connected to SOS when you're ill.** Because of health privacy issues, SOS does not reveal too much of your medical condition to CRS staff calling on your behalf. For this reason, it is important that you keep SOS updated about the progress of your condition. Without full information, they cannot give informed advice. They can be contacted via email, phone (they will accept collect calls), and through an app.
- 6) **Know the number of your loaner phone.** Ask the person giving you the phone what the number is, and how to use the phone. SOS may need it to call you, and it is frustrating if you don't know the number.
- 7) **Consider calling SOS from the US before departure.** If you provide them the location of your volunteer service, they can help explain what medical facilities are nearby, and flag any health issues the region may be experiencing.