Quick Guide for Students on Need of Emergency Assistance when Travel Overseas on University Activities

1. For request of general assistance, local information such nearby clinic/pharmacy, police station, translation services etc. or travel advice, you may call International SOS (“ISOS”) 24/7 Assistance Center at +852 2528 9900 and quote the ref. no. 07AACC091075. You would need to give your staff/student number to ISOS for identity verification purpose.

2. For request of urgent/emergency assistance such as the need of advanced cash in case of loss of money, financial/payments guarantee, immediate medical care and/or hospitalization if bodily injury or sickness, or emergency rescue etc., you should contact our insurer “Zurich” Emergency Assistant Services 24-hour hotline at (852) 2886 3977 and quote the policy no. TTT0001673ZC (for policy year to 30 September 2017) for assistance.

3. In general, travel insurance cover is operating on a reimbursement basis, i.e. you have to bear the costs first (except for the emergency situations mentioned above and agreed by the insurer) and to claim the payments back from the insurer after you return back to Hong Kong. However, all claims shall subject to the terms and conditions of the related travel insurance policy arranged by the University.

4. In an unfortunate event such as loss of personal money, traveller’s cheques, properties, travel document (HKID card and passport etc.), the need of additional travelling and accommodations for obtaining the replacement travel documents etc., you must report to the police who have jurisdiction at the place where the incident happened within 24 hours of discovery and to obtain a copy of overseas policy report showing the incident and loss for submission to the insurer together with the claim form upon your return back to Hong Kong.

5. If you intend to make an insurance claim for expenses incurred during the overseas trip after you return back to Hong Kong, you must provide the related original receipts when submitting your duly completed claim form to the Finance and Enterprises Office.

Finance and Enterprises Office
The University of Hong Kong
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