

Quick reference guide H&S travel support : Dutch project managers (Vitens, Evides, WML) (1/2)



Allianz Expat International Health Insurance

If medical support/advice/treatment is needed, Allianz should always be informed in the first instance. See some information below:

Your Benefit Guide explaining the terms and conditions of your membership, along with all your policy documents, is available to view and download from our MyHealth Online Services facility. Go to: <https://my.allianzcare.com/myhealth/> and access the "My Policy" area. Please review the Membership Certificate in terms of your personal details.

MyHealth digital services are also available to submit your claims in a few simple steps, without filling in forms. For full details on the Allianz MyHealth digital services and all their useful features please visit: www.allianzcare.com/myhealth.

We recommend that you review your policy (check if you know your policy number) documents carefully to familiarise yourself with the details of your cover and to make the most of the member services available to you.

If you have any questions or need any help, please email Allianz at: client.services@allianzworldwidecare.com. Or call their Helpline 24/7 on: + 353 1 630 1301 or + 31 10 44 88 255.

Goudse expat Insurance

For: assistance, legal assistance, household contents, liability, accidents (coverage on the policy is leading).

Emergency number: + 31 182 544 557. Additional information: travel app available in the Playstore (see appendix 02). Name of the app is: Healix Travel Oracle. You register with the code: DEGOU05091882.

AIG business travel Insurance

Business travel insurance (policy number 60.08.3647), Emergency number: +31 (0) 10 453 56 56. Additional information: download the travelapp (see appendix 3). Register with the policy number: 60083647. Also included is our own AON information leaflet.

Teledoc support

Part of this product is the AIG Virtual Care Program (teledoc). These non-emergency services include the Medical consultation, the Medical second opinion and the Mental health coaching (see appendix 4). Sign up via: www.aigvirtualcareprogram.com and the corresponding code is: NL1BT01.

International SOS (I-SOS) for all VEI staff

VEI has contracted I-SOS, a company specializing in providing medical assistance and security services to companies, for both general inquiries and during crisis situations. I-SOS assists VEI in ensuring the health and safety of employees abroad. As an employee or member, you can arrange a call for support and/or use their online application (website and App) to access travel, health, and security information within specific countries and local situations. I-SOS also provides medical and mental health support, risk assessments, evacuation, and repatriation during crisis situations. Additionally, I-SOS offers e-learnings through Trainingportal (internationalsos.com) on topics related to health and safety.

I-SOS also facilitates many e-learnings regarding health and safety: Trainingportal (internationalsos.com)

I-SOS App

Use the I-SOS Assistance App (always download this on your phone) www.internationalsos.com, log in with VEI membership no: 30BYCA000006. Install push notifications for the country travelling to.

I-SOS assistance centers

Use the 24/7 assistance centers International SOS London +44 208762 8008 or email: london@internationalsos.com.

*South and Central America: +52-55-4166-2808
Europe, Africa, Middle East: +44 208762 8008
Asia, Australia, Pacific Rim: +65 6338 7800*



INTERNATIONAL SOS



HEALTH & SECURITY ASSISTANCE
ID: 30BYCA000006
VEI B.V.



Scan QR code to download our App & login to international SOS

www.internationalsos.com

WORLDWIDE REACH. HUMAN TOUCH.

24 HOURS A DAY: CALL OUR HEALTH & SECURITY EXPERTS FOR INFORMATION, ADVICE OR EMERGENCY ASSISTANCE

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DUBAI +971 4 601 8777	FRANKFURT +49 6102 3588 100	GENEVA +41 22 785 6464
HO CHI MINH CITY +84 28 3829 8520	HONG KONG +852 2528 9900	JAKARTA +62 21 750 6001
JOHANNESBURG +27 11 541 1300	KUALA LUMPUR +603 2787 3126	LONDON +44 20 8762 8008
MADRID +34 91 572 4363	MANILA +63 2 86870909	MEXICO CITY +52 55 4166 2808
MUMBAI +91 22 42838383	PARIS +33 155 633 155	PHILADELPHIA +1 215 942 8226
PHOENIX +1 215 942 8226	SEOUL +82 2 3140 1700	SINGAPORE +65 6338 7800
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Corporate Travel Clinic Erasmus MC; for all project managers and Dutch Short Term Experts

The Corporate Travel Clinic at Erasmus Medical Center is available to provide medical support 24/7 to all project managers and Dutch Short Term Experts. Whether you need a general consultation, a second opinion, or are experiencing a medical emergency, this clinic, contracted by VEI, is there to assist you.

With this exclusive 24/7 service, a medical specialist is always available to provide immediate support and direct medical problems towards a solution. This service is crucial in bringing health-risk situations to a successful conclusion and, in some cases, even saving lives, such as in the case of a heart attack or severe diarrhea.

For all medical matters, please email urgent@travelclinic.com. The doctor or nurse on duty will handle all questions. In case of emergencies during office hours, please call 010 – 8201121 or 010 – 8201120. You can also visit <https://corporate.travelclinic.com> to learn more about the Corporate Travel Clinic's services.

In general:

- It is crucial to be well-informed and prepared about health, safety, and insurance matters before embarking on your assignment. Please use the following link: www.vei.nl/werkeninhetbuitenland to access all manuals and guidelines on these topics.
- All staff needs to have a medical insurance plan that covers you worldwide.
- Dutch Short-Term Experts are covered by a travel and accident insurance policy during their assignment abroad for VEI. For more information on STE policies, please refer to the relevant documentation.
- To enhance your travel experience, we recommend downloading the I-SOS Assistance App and the Travel (Reis) App from the Ministry of Foreign Affairs' Buitenlandse Zaken.
- Before traveling, it is essential to seek travel advice and vaccinations from the GGD. You can download the GGD App "GGD reist mee" for assistance.
- In the event of an illness or emergency during your assignment, please inform the local project manager immediately and discuss your personal situation. They will

provide guidance on the next steps to take.

Questions or claims:

For questions or claims regarding insurance issues always contact our insurance manager.

Kevin van Zoelen, Verzekeringen@vitens.nl, +31 (0)6 5886 6433.

In general (all topics) if you need information, support or advice (before contacting a supplier), call the HR team.

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andre.vanbeek@vei.nl (chairman Health & Safety)*

*Marlou Spoomakers + 31 6 22839843,
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Reisapp Buitenlandse Zaken

Altijd op de hoogte van de veiligheidssituatie in het buitenland

