

# Emergency traveller assistance for students on University-provided international travel insurance

**Important:** This information is only for students whose travel meets the eligibility requirements for University-provided travel insurance under the [University student activity travel insurance terms & conditions](#). This includes those travelling on official funded university business, or whose travel is registered and approved through the Student International Travel Registration Form. This excludes students studying on programmes of a semester length or longer.

## Contact details: Allianz Global Assistance

24 hours a day, 365 days a year [worldwideassistance](#)

Call (costs reimbursed)	+64 9 486 9025
Email (for non-urgent queries)	<a href="mailto:help@faops.com">help@faops.com</a>
Policy Number	766600054
Policy Name	University of Auckland

Should an unforeseen event or emergency happen while overseas, travellers have access to 24/7, worldwide assistance and support\*. Examples of the types of medical and security services include:

<ul style="list-style-type: none"><li>• Medical advice</li></ul>	<ul style="list-style-type: none"><li>• Referral to local doctor/hospital</li></ul>
<ul style="list-style-type: none"><li>• Claims advice</li></ul>	<ul style="list-style-type: none"><li>• Emergency cash and medication</li></ul>
<ul style="list-style-type: none"><li>• Lost document advice and liaison with embassies</li></ul>	<ul style="list-style-type: none"><li>• Assistance with claims for delayed luggage</li></ul>
<ul style="list-style-type: none"><li>• Multi-lingual and interpreting services</li></ul>	<ul style="list-style-type: none"><li>• Emergency evacuation</li></ul>
<ul style="list-style-type: none"><li>• Contact family members/message relay</li></ul>	<ul style="list-style-type: none"><li>• Travel information and advice</li></ul>

## Travel Risk Assistance App

The 'Travel Oracle' app is provided by Allianz Global Assistance's specialist security advisor, Healix. The app features include:

- Travel risk advice by country
- Real time alerts on breaking news globally
- A 'mayday alert' – one button to send an immediate call for help
- Access to e-learning safety courses
- Storage of key traveller documents

For instructions on installing the app, registering as a new user and for more information on the features, please see the [Emergency Assistance App Guide](#).

The Ministry of Foreign Affairs and Trade (MFAT) [Safe Travel Website](#) is the official source of travel risk advice for New Zealanders travelling internationally. Please check your destination prior to departure.

All University travellers who are New Zealand citizens/permanent residents are recommended to register their international travel details on the [Safe Travel website](#).

\*Cancelled flights do not qualify as emergency medical security travel assistance – contact the travel provider that booked your flights for assistance.

## Payment

This services is available free of charge when on international travel that meets the eligibility requirements of University-provided travel insurance under the [University student activity travel insurance terms & conditions](#)..

Sometimes a small, up-front payment is required by a medical provider before treatment, e.g. GP appointment fee. The best option may be to pay and claim. As soon as you experience a medical/security incident it is recommended you contact Allianz Global Assistance who will be able to assist you.

## Emergency Traveller Tracking

Please ensure you have provided your up-to-date itinerary through the [Student Travel Registration Form](#) well in advance of your departure, and send through any significant changes to your itinerary, or new flight/rail/accommodation bookings through the Additional Travel Form.

Travel information through the [Student Travel Registration Form](#) will be shared with the University's emergency service provider, who will follow up with travellers who are in the vicinity of major incidents to confirm their safety.