



SATIB Travel Insurance

You know what they say about assumptions...

SATIB Insurance Brokers, leaders in insurance broking and risk management strategies for the travel and tourism sector in Africa and South Africa for the past 26 years, have had the opportunity to work closely with our extensive client base of over 2000 companies each of which offer services to both international and local travellers. Through our SATIB24 Emergency Incident Management Service we have assisted with over 10 000 incidents involving guests ranging from basic medical advice to full blown emergency evacuations.

The one constant through all these experiences is that no one incident is ever the same and as such it is imperative that at the time of need the traveller has guaranteed access to efficient and effective incident management staff and services that have both experience working in remote parts of Africa as well as immediate access to a tried and tested evacuation and medical service provider network across the continent. This all in conjunction with the backing of a credible travel insurer who fully understands the travel industry and the international travellers expectations when travelling in Africa. It was with this exact goal in mind that SATIB developed the SATIB Travel App.

The App has been specifically designed as an easy to use tool for travellers to either purchase Fully Comprehensive Travel Insurance for their trip to Africa or alternatively if they already have some form of international travel insurance to purchase a First Response Membership Service which can be called on for an immediate local response whilst international Travel Insurers are contacted, confirm cover, agree claim, and provide guarantee of payment to local medical service providers – all of which can take some time.



Mobile Connectivity

A mobile connection allows the traveler to get in touch with the service help desk.



Instant access to info

The app stores contact details, claims procedures, membership and policy details.



Emergency Services

The traveler has immediate access to local emergency assistance services and contact details.



Linked to useful apps

It is linked to other useful apps like weather, maps, directions and the exchange rate.



For Sales, Servicing and Claims, please contact us on:

RSA 0861 SATIB 4U (72842 48) | **OUTSIDE RSA** +27 31 451 44200

EMAIL firstresponse@satib.co.za

Option 1: Comprehensive Travel Insurance

Schedule of Benefits	Inbound
Emergency Medical & Related Expenses	
Emergency Medical Expenses including Terrorism	R50 000 000
Pre-existing Medical Conditions	R250 000
Leisure and Sporting Activities	R5 500 000
Medical Evacuation, Repatriation and Transportation	Included
Repatriation of Children and Travel Companion	Included
Return of Mortal Remains, Cremations and Burial	Included
Compassionate Emergency Visit	Included
Dental, Optical Physiotherapy	R10 000
Follow up Treatment in your country of residence	R10 000
Daily Hospital Cash during your trip (R500 p/d)	R15 000
Bidvest Medical and Travel Assistance Services	
Medical Assistance Services	Assistance Services
Travel Assistance Services	Assistance Services
Cancellation & Related Expenses	
Cancellation & Curtailment for Named Reason	R50 000
Postponement Named Reason	R7 500
Missed Connection	R50 000
Journey Replacement	R50 000
Travel Delay (min 3 hours)	R3 500
Baggage & Related Expenses	
Single Item Limit	R50 000
Prescribed sunglasses, spectacles and contact lenses	25%
Portable Electronic Equipment	R2 500
Jewellery and Accessories	R2 500
Cash and Travel Documents	R2 500
Baggage Delay (min 4 hours)	R7 500
	R5 000
Legal Liability & Related Expenses	
Personal Accident	R200 000
Accidental Permanent Disablement	R500 000
Personal Liability	R2 000 000
Hijack, Hostage or Wrongful Detention (R500 p/d)	R10 000
Legal Expenses	R10 000
Carrier Accumulation Limit	N/A
Excess per claim per event	R500

Our SATIB Comprehensive Travel Insurance will provide:

- SATIB Travel App will store critical numbers at all times and be easily available to traveller, travellers family, or hotel or lodge staff.
- Access to local 24/7 incident management centre – including 24hr medical doctor consult service.
- Immediate assistance will be given at the time of the first call, no delays in triggering an immediate response at this critical time.
- Call centre staff are highly trained and have extensive local experience dealing with critical incidents.
- Call centre already has guarantees of payment with all key medical service providers in the region and make use of same on a regular basis.
- Call centre will create a full incident action plan, coordinating with medical service providers, traveller and travellers family, and hotel/lodge/Tour Operator staff.
- Call centre will notify all key stakeholders including international travel insurers, and continue to coordinate as required, providing updates through the entire process.



For Sales and Servicing, please contact us on:

TEL 0861 777 001 | **EMAIL** travelinsurance@bidvestinsurance.co.za | **WEB** www.bidvesttravelinsurance.co.za

For Claims, please contact us on:

TEL +27 11 991 8675 | **EMAIL** travelinsuranceclaims@bidvestinsurance.co.za

Option 2: If you already have Travel Insurance

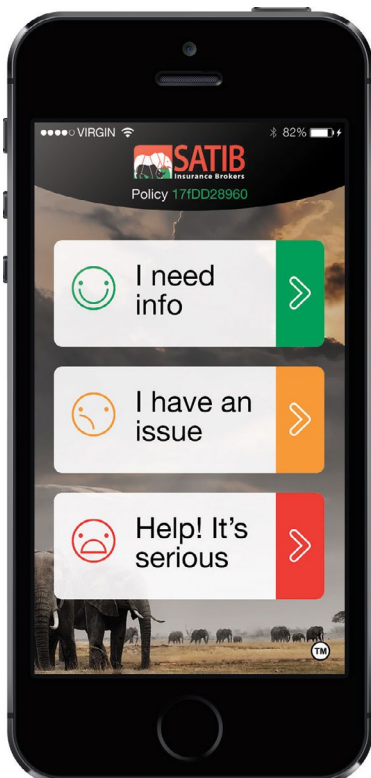
In addition to providing medical / Illness or injury assistance to the limit of \$250 000 which includes;

- Emergency Medical & Related Expenses as a result of War and Terrorism
- Medical Transportation
- Repatriations and Evacuation
- Compassionate Emergency Visit
- Repatriation of Children and Travel Companion
- Burial/ Cremation/ Return of Mortal Remains

With the above membership service for as little as R30 per day, be assured you are well taken care of in your time of need.

Our SATIB First Response Membership Service will provide:

- SATIB Travel App will store critical numbers at all times and be easily available to traveller, travellers family, or hotel or lodge staff.
- Access to local 24/7 incident management centre – including 24hr medical doctor consult service.
- Immediate assistance will be given at the time of the first call, no delays in triggering an immediate response at this critical time.
- Call centre staff are highly trained and have extensive local experience dealing with critical incidents.
- Call centre already has guarantees of payment with all key medical service providers in the region and make use of same of a regular basis.
- Call centre will create a full incident action plan, coordinating with medical service providers, traveller and travellers family, and hotel / lodge / Tour Operator staff.
- Call centre will notify all key stakeholders including international travel insurers, and continue to coordinate as required, providing updates through the entire process.
- Call centre will provide an incident recording and record keeping service.



Travel with peace of mind!

GREEN:

Instant access to membership service or insurance documents. Check weather, exchange rates, directions and more.

ORANGE:

Lost your luggage or missed your flight? Help is only a click away. Request assistance via the app.

RED:

We understand if there is an emergency the traveller needs help fast! The app will instantly link you to your emergency service provider.

On the App stores search for **SATIB Traveller**



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