



## 1. Make a quick situation report

Before calling for help it is important to make a quick overview of the situation. You should give the most accurate information possible to allow the emergency team to adapt their intervention according to your situation

- The place of the accident (the more precise the better)
- How many people are injured?
- Describe what happened
- Is the person conscious or not?
- Does he breathe or not?
- Does he have an open wound or not?

## 2. Call for help

Vietnam Country code **+265**

No Tourist line for informations and assistance available, Ambulance **998**, Fire **999**, Police **997**.

## 3. Call your insurer

You must **call the emergency number on the back of your medical insurance card or travel card**. Remember to register the number of the hotline of your insurer in your phone. Don't forget also your insurance policy number to be able to transmit it to the hotline.

**The insurer will be able to guide you** and indicate the type of hospital where to go, or the terms to be reimbursed (documents to be kept, direct support or advance costs, etc.).

If you are in a country like Malaysia or Vietnam it is better to go for treatment in a private hospital. While for countries such as Australia or New Zealand, getting treatment in a public hospital is highly sufficient.

## In Claim situations, be prepared to:

1. Call for assistance asap.
2. Scan your receipts before your leave, just in case.
3. If an airline loses your gear, tell them straight away, fill in their paperwork and keep a copy.
4. Theft? Report it to the police within 24 hours.
5. See what refunds you can get first from your transport or accommodation providers.