

World Travel Protection Benefits



Emergency medical assistance services

- 24/7/365 access to the World Travel Protection medical team with over 200 staff globally, handling over 45,500 cases annually and more than 775,000 calls through offices in Toronto, Sydney, Brisbane, Kuala Lumpur, Shanghai and London (supporting travelers in more than 170 countries worldwide)
- Over 25 languages spoken at the World Travel Protection call center, including Hindi, Mandarin, Cantonese, Hungarian, Japanese, Hebrew, Arabic, and more
- Medical assistance
- Medical monitoring
- Medical evacuation
- Medical repatriation
- Return of traveling companion
- Repatriation of remains
- Locating medical services and providers
- Guaranteed payment of medical expenses



Remote site support and assistance services

- On-site surveys that provide assessment of health, medical and occupational risks and provides solutions to mitigate them
- Counselling/education prior to travel and online health and security information through our secure and password-protected website



Information assistance

- Visa, passport and inoculation requirements
- Weather conditions and foreign exchange information
- Travel advisories
- Embassy and consular referrals



Personal assistance

- Location of lost items
- Interpretation/translation
- Emergency message relay
- Emergency travel arrangements
- Legal assistance/bail



Global security assistance services

- Security evacuation assistance and support
- Online travel security intelligence reports
- Country intelligence reports
- World Risk Matrix
- Travel security website
- Travel alerts
- Travel safety briefings
- Security consulting services
- Contingency and emergency response planning assistance



Our global network of support and assistance

- WTP is a core partner of the International Assistance Group (IAG), the world's largest global assistance network, with more than 9,800 employees working in 65 emergency contact centers operating 24 hours a day around the globe.
- Over 800,000 facilities in the network
- Reaches the most remote and challenging locations
- Supports 115 million travelers each year
- Covers popular destinations for business and leisure travel