

FAQ International SOS (ISOS)

Q: What is ISOS?

A: It is Citi's global *free* medical travel assistance vendor for all Citi employees on business travel, short-term assignment, and expatriates

In the event of illness or need for medical assistance while on assignment or traveling on business, ISOS should always be the first point of contact

Q: How do I contact ISOS?

A: Multi-lingual doctors and medical staff are available 24/7 by phone/email or app/Live Chat for guidance and assistance

- Phone: **+1-215-244-1740**
- Email: phlopsmed@internationalsos.com
- App: Download the free **ISOS app** using Citi's membership number **1CMA1059** and access the 24/7 **LiveChat** feature to connect with a medical specialist

Q: What services does ISOS provide?

Before Travel

- A **pre-travel email** at the time of booking which provides important health information about your destination and required/recommended vaccinations and medications
- Assistance with obtaining required/recommended vaccinations/medications

During Travel

- Referral to doctors, dentists, clinics, or hospitals
- Obtaining a prescription and/or locating a pharmacy
- Arranging an advance of funds if needed to facilitate health care
- Filing claims with ACE/Chubb for covered occurrences (only if called prior to accessing medical care/provider)
- Provides medical transport for **evacuation** to the nearest center of medical excellence, if required
- **Repatriation** of mortal remains
- +1-215-244-1740

- ISOS is not an insurance provider