

International SOS

Provides worldwide health assistance for Citi business travelers 24/7

World Wide 1-215-244-1740 collect

U.S./Canada 1-877-862-0341 toll-free

E-mail phlopsmed@internationalsos.com

Fax 1-215-354-2338



Citi business travelers may receive a broad range of medical assistance from ISOS by calling the number on this card.

- Emergency/non-emergency 24-hour phone access, 7 days a week
- Medical advice from physicians and multilingual staff
- Referrals for medical, dental and emergency appointments
- Hospitalization arranged
- Advance of funds in emergency medical situations
- Prescriptions: assistance with obtaining medication
- Medical information as needed by phone while traveling
- Medical transport arranged

For non-urgent care or situations where phone access is unavailable, ISOS monitors a 24-hour e-mail account. Send mail to phlopsmed@internationalsos.com. Please include all pertinent details and all available contact information.
Fax #: 1-215-354-2338.

For more information about Live Well at Citi Global Programs and Global Business Travel Medical information, please visit Citi For You and select Review Health Information for Business Travel under the Pay and Benefits tab.



International SOS (ISOS)
Travel Health Resource





International SOS

ISOS is a global travel health resource for Citi business travelers.

ISOS is not an insurance plan that covers medical expenses but it coordinates claims with:

- ACE, Citi's business travel medical insurance plan (BTM) which provides non-routine and emergency medical coverage for non-expat employees and dependents when traveling on business outside assignment or home country
- AETNA GLOBAL, Citi's expat medical insurance plan which provides medical coverage for expatriates and dependents on assignment

All employees traveling on business should contact ISOS (1 215-244-1740) for guidance prior to accessing health care abroad if they become ill or have a medical question or concern.

Please be ready to provide your GEID or SOEID. ISOS provides the following resources to all global business travelers including expatriates and short-term assignees:

Pre-travel:

- E-mail at the time of booking with pre-travel guidance on required/recommended immunizations and country specific health information if travel includes an area of elevated health risk
- Phone consultations to provide up-to-date advice and resources for required/recommended immunizations
- Proof of evacuation and repatriation insurance coverage -- See Global Business Travel Health on Citi For You
- Proof of Business Travel Medical Coverage (BTM) by ACE See Global Business Travel Health on Citi For You

During Travel:

- 24/7 emergency/non-emergency phone/email access to multi-lingual physicians
- Monitoring/coordination of medical care
- Referrals for medical, dental and emergency appointments
- Assistance obtaining prescription medications
- Arrangement of emergency funding for medical situations
- Coordinates coverage with ACE (BTM) and Aetna Global (expats)
- Hospitalization arrangements
- Medical transport /evacuation arrangements in coordination with Live Well at Citi physicians

CONTACT ISOS:

1 215 244 1740 Collect - world wide
1 877 862 0341 Toll free - U.S. and Canada
E mail - phlopsmed@internationalosos.com

Employees who wish to access ISOS resources during personal/vacation travel can purchase an individual plan at Citi's discounted rate.
<https://www.internationalosos.com/en/>

For any additional questions or concerns:
Contact Live Well at Citi Health Services at corporate.med@citi.com

Visit Centers for Disease Control
<http://wwwnc.cdc.gov/travel>

Visit the World Health Organization for additional information: <http://www.who.int/en/>