

Lucid Risk Management Program for international travelers through International SOS

Action is required for all international travelers: upload app and log into ISOS/Lucid portal to register [ISOS/Lucid](#)

INTERNATIONAL SOS

Need help signing in? EN

40 1985-2025 **YEARS**
WORLDWIDE REACH. HUMAN TOUCH.

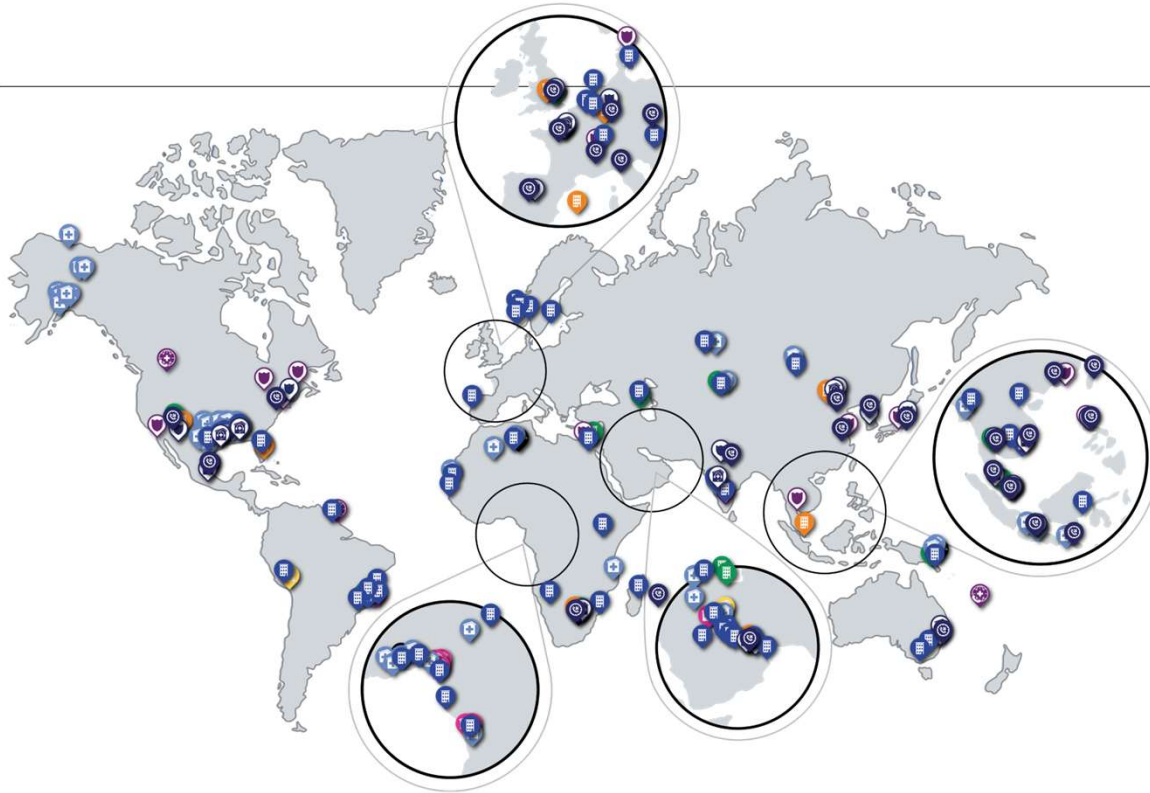
Let's start with your email address...
Enter your email, and we'll guide you from there

Email Address*

Next

COOKIE SETTINGS PRIVACY POLICY TERMS AND CONDITIONS

GLOBAL



Offices, Assistance Centres, Response Centres, Security Centres, Clinics, MedAir Offices, and Supply Offices

13,000

Employees

9,000

Clients, including 82% of Fortune 100

3 million

Assistance Calls

1,000

Security Assistance Professionals

89

Offices, as well as 28 Assistance Centres, 54 Clinics and 31 security locations

89,000

On-the-ground providers in our network across 240 countries & territories and 10,000 cities

100

Air Ambulance Operators

1,700

Evacuations

COMPREHENSIVE ASSISTANCE: 24/7/365 ACCESS TO ASSISTANCE CENTERS FOR INTERNATIONAL TRAVELERS

Before travel

Use your membership website, assistance app, and 24/7/365 access to our assistance centers for...

- Vaccinations
- Required documentation
- Travel Security or medical concerns
- Cultural Advice
- And so much more!

“I am off to Burundi.
Do I need to take
anti-malaria medication?”

GOAL: To be as prepared for trip and to mitigate and/or avoid any trip disruptions and loss time.

While on travel

Use your membership website, assistance app, and 24/7/365 access to our assistance centers for...

- Assistance for outpatient support / medical referral
- **Teleconsultations (where licensed)**
- **Emotional/mental wellbeing support**
- Provide safety information or assistance, location-based alerts
- Arrange medical transportation or care
- Evacuation to medical excellence if local care is inadequate or to a secure location.

“I’ve run out of my prescription...”

GOAL: To catch anything early on to mitigate and/or avoid trip disruptions. Do not wait to see if concern escalates; call Intl.SOS immediately.

In an emergency

- Call an Assistance Center immediately
- We will coordinate emergency medical care or security support

“I’ve been in an accident...”

GOAL: To get Intl.SOS involved ASAP to coordinate, monitor and manage case.

Post trip

- Call an Assistance Center when recent traveler feels unwell
- We’ll provide immediate advice and recommendations
- International SOS can assist with arranging follow-up care or hospital admission, if required

GOAL: To provide appropriate guidance following trip.

SAMPLE assistance cases

- Medical Question or Concern
- Medical Emergency
- Safety Concern
- Security Emergency
- Interpretation Assistance
- Lost documents
- Pre-trip travel security briefing tailored to your itinerary and traveler profile.



WHAT TO EXPECT WHEN YOU CALL AN INTL.SOS ASSISTANCE CENTER

INTERNATIONAL TRAVELERS



TRAVELER CALLS AN INTL.SOS ASSISTANCE CENTER



ASSISTANCE CENTER PROVIDES INFORMATION / ADVICE / REFERRALS
(NO ADDITIONAL COST)

80% of our cases end here



ASSISTANCE CENTER WILL ASK A FEW QUESTIONS TO ROUTE REQUEST TO THE APPROPRIATE TEAM (MEDICAL, SECURITY, TRAVEL, OR COMBINATION).



IF FURTHER SUPPORT IS NEEDED:
IF THE SITUATION IS BEYOND ADVICE / REFERRALS, INTL.SOS WILL COORDINATE WITH CERTAIN AUTHORIZED PERSONNEL




ASSISTANCE CENTER WILL MONITOR TRAVELER'S CASE, COMMUNICATE DIRECTLY WITH TREATING PHYSICIAN, PROVIDE CASE MANAGEMENT AND UPDATES TO LUCID AUTHORIZED PERSONNEL & AIG.



WE WILL TAKE CARE OF THE TRAVELER UNTIL OUR HELP IS NO LONGER NEEDED AND SEND INVOICES TO INSURANCE AND LUCID AS NEEDED.

Key takeaways:

- **Call early, call often**
- **This is assistance, NOT insurance**
- **Traveler information will only be shared if consent is provided**



ALERTS

DESIGNED TO KEEP YOUR PEOPLE INFORMED WITH REAL TIME INTELLIGENCE

This alert is available to view in additional language(s). Click a language link to view:

[Deutsche](#) | [Español](#) | [Français](#) | [Italiano](#)

INTERNATIONAL SOS

United States: Jackson (Mississippi state): Anticipate disruption due to heavy police presence near Governor's Mansion; avoid area

OVERVIEW

Level: Advisory
Location: Jackson (Mississippi state) - United States
Category: Road disruption, Police/security operation
Last Updated: 03 Nov 2021 12:35 (GMT)

People in Jackson (Mississippi state) in the coming hours should plan journeys avoiding the Mansion due to an ongoing security operation in the vicinity. The police have blocked North G. President and North West streets.

ADVICE

- Plan journeys avoiding the vicinity of the Governor's Mansion to minimise inconvenience.
- Anticipate heightened security in the area. Abide by all official directives.
- Anticipate travel delays along nearby roads due to diverted traffic. Allow additional time.
- Monitor our US alerts for updates.

ASSISTANCE

 24	+1 215 942 8226 Philadelphia, USA	+33 155 633 155 Paris, France
	+44 208 762 8008 London, UK	+65 6338 7800 Singapore

INTERNATIONAL SOS

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INTERNATIONAL SOS

Brazil: Use of explosives during bank robbery in Rio Grande do Norte state highlights crime risks, need for precautions

OVERVIEW

Level: Notice
Location: Brazil
Category: Violent crime
Last Updated: 02 Nov 2021 21:04 (GMT)

Armed robbers targeted a bank in Sao Goncalo do Amarante municipality (Rio Grande do Norte state) overnight on 1-2 November, using explosives to breach the facility's doors. The explosion did not result in injuries but caused significant damage to the building. The assailants also placed spikes on the roads surrounding the bank to block vehicle access. The incident highlights the risk of crime and the need to adopt related precautions. The use of explosives during raids in public areas and potential shoot-outs between armed criminals and the security forces can pose significant incidental risks to bystanders.

ADVICE

- Violent crime poses a significant risk to business travellers and foreign nationals. Carefully plan all aspects of your itineraries and be confident in your accommodation, transport, communication and security arrangements prior to travel.
- Minimise time spent in the vicinity of likely targets for attack by illegal armed groups, including banks and government and security force buildings. If you are caught in the vicinity of a shoot-out, leave the area if it is safe to do so and/or take shelter in a secure location.
- Avoid using ATMs outside banks or after dark, and avoid displays of wealth. International assignees should vary routines, choose a modest model of vehicle and maintain vigilance for signs of surveillance.
- Criminals are commonly armed. If targeted, do not do anything to resist or antagonise the assailant. In the event of being involved in a serious crime, contact your diplomatic mission immediately for support.
- Monitor our Brazil alerts for updates.

MORE DETAIL

There has been an increase in planned, armed robberies throughout small to medium-sized cities in Brazil. Assailants typically use explosives and attack during the night. The frequency of such incidents has prompted the authorities to carry out major security operations in the country. Most recently, federal and military police officers killed at least 25 criminal gang members during a joint operation on 31 October in Minas Gerais state.



TRACKER

INTEGRATED TRACKING SOLUTION TO QUICKLY LOCATE AND COMMUNICATE WITH YOUR WORKFORCE

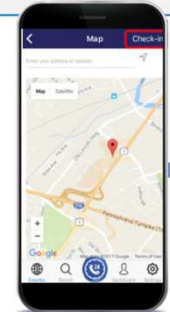
TRAVEL AGENCY



ALTERNATE SOURCES

- Manual Trip Entry
- MyTrips
- Uber for Business

MOBILE CHECK-IN



MESSAGES & REPORTS

- Pre-Trip Advisory
- Proactive Alerts
- Manager Travel Reports
- **Communication between managers & workforce**
- **Accidental Assignee Report**

TRACKER





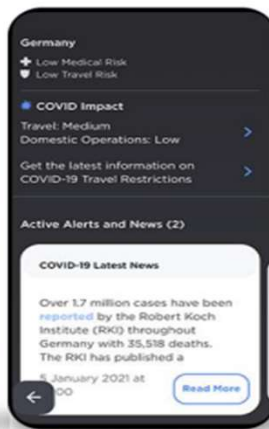
ASSISTANCE APP

ESSENTIAL TOOL FOR PREPARING, INFORMING AND KEEPING YOUR TRAVELERS SAFE

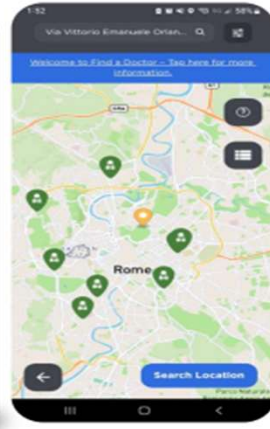
PREPARE FOR YOUR TRIP



Travel Advisor: Self-service Travel Security Briefings



Vaccination and Visa requirements;



Find a Doctor: Access our network of providers for Low and Medium Medical Risk Locations



Security and Medical Content for all Destinations