

## Liberty Global Emergency Assistance: driving high service levels

**The provision of quality emergency assistance services is a critical component of Liberty's Accident and Health portfolio. This is why we are always looking to ensure emergency service levels align with our clients' needs, as well as the overall portfolio.**

After in depth reviews and careful consideration, we have made the decision to change our global emergency assistance providers and will now be partnering with World Travel Protection (WTP).

### **New business and renewals from 16 June 2023**

This partnership will apply for new and renewal business quoted on and from 16 June 2023.

We'll use our best endeavours to support clients who have specific arrangements with other providers, where practical to do so.

### **Over 30 years of experience**

We have chosen WTP because they are an Australia organisation that has taken care of corporate and leisure travellers for over 30 years, helping them prevent and mitigate risks before they escalate, and providing them with immediate access to the right experts when an emergency occurs.

### **Travellers get the help they need**

If travellers need emergency help, medical and security experts are only a phone call away. WTP have a team of full-time registered nurses and paramedics, doctors, intensive care workers and security professionals who are experts in emergency assistance. This means our travellers get the help they need, when they need it.

### **24/7 global support**

WTP have experts based in dedicated command centres in Australia, Canada, the UK, and in Argentina, where they provide travellers with access to immediate advice and support 24 hours a day, seven days a week, 365 days a year.

With a global footprint, in house medical and security specialists and a passion for helping people in their time of need, WTP and Liberty's partnership brings the highest levels of care, empathy and service to our brokers and clients.

### Want more information?

If you have any questions, please reach out to your Liberty Accident & Health underwriter, who will assist you with your query.

## Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as their insurance needs.

To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty Specialty Markets offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to more than 26,000 of Asia Pacific's most significant business and government organisations – helping protect what they earn, build and own.

We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard & Poor's 'A' (strong) rating.

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