

Effective April 29, 2005 The University of Texas System has contracted with a company called International SOS (SOS) to provide worldwide assistance and evacuation services for all employees and students traveling abroad on University business.

Important instructions for activating these services are on the following pages of this letter. We ask that you please keep a copy of this letter and make sure that it is accessible at all times while traveling overseas. You should also carry the wallet membership card, which contains UT's group membership number and the Alarm Center phone numbers, at all times when you are overseas. The wallet card can be printed by accessing the International SOS web site (www.internationalsos.com). Enter membership number 11BSGC000037. Scroll to the bottom of the page and click on "print card." We have some plastic membership cards in our Travel Services. Please contact Ken Randell, ext. 27100, to obtain one.

The services provided by International SOS range from telephone advice and referrals to full-scale evacuation by private air ambulance. The SOS network of multilingual specialists operates 24 hours a day, 365 days a year from SOS Alarm Centers around the world. Your SOS membership, provided by the University protects you against a variety of difficulties that could arise while you are abroad. The coverage is designed to supplement the policies, procedures and support that the University already has in place.

It is important to understand that, although International SOS will offer you travel, medical and security advice and services, as well as on-line access to information that many insurance companies do not offer, **International SOS is NOT health insurance. Requests for reimbursement for medical care received while abroad should be submitted to your health insurance provider.**

Whenever you are traveling or living abroad, you can access up-to-date reports on more than 170 countries worldwide on health issues, medical care and vaccination requirements via the International SOS website (located at <http://www.internationalsos.com>). The International SOS website also contains an on-line Personal Travel Record form for inputting travel and destination information. **We strongly encourage all travelers to complete the form so that this information is available to International SOS and the University's on-call staff should you need to be located in the event of a crisis or emergency.**

If you encounter a health or safety emergency while abroad, you should immediately contact International SOS at the numbers listed on your membership card. The University and International SOS will work together to respond to the situation as quickly as possible.

Please be aware that some of International SOS's services outlined on the following pages carry additional charges. These services have been marked so that you are aware of them. Should you request a service that has an additional charge, International SOS will inform you in advance and will require a credit card number in order to activate the service. Also, please be aware that any event occurring when an International SOS member is within the territory of his/her home country or, in the case of U.S. citizens within the territory of the United States, is not covered.

If a family member, friend, etc. is accompanying you on your trip abroad, the University recommends that all travel companions purchase an individual SOS membership. This would ensure that your travel companion can also access the SOS services in case he or she experiences a medical or security emergency. A travel companion can obtain a quote for an individual membership at www.internationalsos.com. By entering the UT membership number under the Preferred Pricing field, travel companions can receive a 20% discount off the membership cost. This discount is also available to UT employees and their families for leisure travel.

Using the SOS Program

Medical, Security and Travel Services

In order to utilize any of the medical, security or travel services listed under Program Benefits, contact an SOS Alarm Center from anywhere in the world by calling directly, calling collect, or by calling the toll-free number. While we have designated the Philadelphia center in the United States as our primary contact, any of the SOS alarm centers will assist you.

To ensure a prompt response when calling, you should be prepared to provide the following:

- ✓ Your name, location, age, sex, and nationality
- ✓ The program with which you are associated
(i.e., University Name)
- ✓ Your International SOS membership number: **11BSGC000037**
- ✓ The telephone number from which you are calling
(in case you are disconnected)
- ✓ Your relationship to the member
(if the person calling is not you.)
- ✓ Name, location, and telephone number of the hospital
or clinic (when applicable)
- ✓ Name, location, and telephone number for the
treating doctor, and where the doctor can be reached
(when applicable)

Program Benefits

Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management

- Claims assistance
- Outpatient medical expense guarantee and payment (Fees will apply)
- Inpatient medical expense guarantee, cost review and payment (Fees will apply)
- Dispatch of medication and medical supplies (Fees will apply)
- Travel Services
- Legal referrals
- Emergency message transmission
- Translations and interpreters (Fees will apply)
- Lost document advice
- Ground transportation and accommodations for accompanying family Members (Fees will apply.)
- Emergency personal cash advances (Fees will apply)
- International SOS Clinics
- Security Services
- Security evacuation assistance
- Online travel security information
- Access to security crisis center

Q: What is the role of International SOS?

A: International SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with the policies, procedures and other resources of the University.

Q: How can International SOS help?

A: One phone call connects you to the International SOS network of multilingual specialists for immediate help in an emergency. International SOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

Q: How does it work?

A: You will be provided with an International SOS membership card. Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide International SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card.

Q: What do I need to do to use the program?

A: In order to utilize any of the medical or travel services listed under contract, call any SOS Alarm Center from anywhere in the world by calling directly, calling collect or calling the toll-

free number. To ensure a prompt response when calling, you should be prepared to provide the following:

- ✓ Your name, location, age, sex, and nationality
- ✓ The program with which you are associated (i.e., University Name)
- ✓ Your International SOS membership number: **11BSGC000037**
- ✓ The telephone number from which you are calling
(in case you are disconnected)
- ✓ Your relationship to the member
(if the person calling is not you.)
- ✓ Name, location, and telephone number of the hospital
or clinic (when applicable)
- ✓ Name, location, and telephone number for the
treating doctor, and where the doctor can be reached
(when applicable)

Q: What if I have pre-trip questions about my travel destination or questions about the current status in that location?

A: In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country and Security Guides from this website:

<http://www.internationalsos.com>

Use your membership number, **11BSGC000037**, as your member login. In addition to the information covered at the pre-departure sessions and on-site by your program, the SOS comprehensive guides provide medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.

Q: Do I need to activate my membership?

A: No, your membership is already active. Simply carry the card at all times while traveling. Whenever you need service, contact one of the emergency phone numbers listed on the back of the card. You do not need to report specific trip dates to International SOS each time you travel. However, you can create a personal on-line account with SOS into which you can save medical, family and emergency information. Unless you input your information into an account, it will not be available for staff. Medical and personal information can only be accessed by an SOS doctor.

Q: What are Email Alerts?

A: You have the option to sign up for Email Alerts. You can choose to sign up for medical and/or security alerts by logging on and signing up. Medical alerts are issued when there is an unusual health risk that, in the opinion of the SOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when SOS Security professionals have identified a security risk in a specific country.

Q: What if I need a doctor?

A: You should first contact emergency support at your location. If you are traveling, or cannot access local contacts, you should contact SOS directly. The International SOS Alarm Centers are listed on the back of your card. Call the International SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language.

Q: What if I need a lawyer while overseas?

A: Call the nearest International SOS Alarm Center for legal referrals. If you are in a situation where you require legal assistance, your University contact should be informed of this immediately.

Q: What if I need prescription medication?

A: If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, International SOS will, when permissible by local law, send the needed medication to you. (Additional Fees for the Medication Apply.)

Q: What if I am hospitalized?

A: You should first contact emergency support at your location. However, if you are in a situation or location where you cannot reach local assistance, call the nearest International SOS

Alarm Center. International SOS will immediately take steps to determine what actions must be taken to ensure your well-being. International SOS will notify the University immediately if you have not already done so.

Q: What if local medical facilities are not adequate for my specific requirements?

A: If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from the University to evacuate you to a medical facility capable of providing the required care. A physician supervises evacuations, and when necessary, a medical specialist or nurse will accompany you during the evacuation. An air ambulance will be used when required.

Q: What happens when I am released from the hospital and still need help?

A: When your condition is stabilized and International SOS has determined that it is medically advisable to bring you home or to a facility near your permanent residence, International SOS will again obtain approval from the University and arrange the repatriation under medical supervision.

Q: Will International SOS pay my medical bills?

A: **SOS is not health insurance.** However, if a medical provider requires payment or a guarantee of payment in order to provide services, SOS will guarantee and advance payment to that provider once a family member or the University has authorized a line of credit in your name. You are ultimately responsible for the costs of medical care. This is why you should maintain separate, comprehensive international health insurance coverage for the duration of your time abroad. SOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization. In situations where medical care is critical, by activating SOS you authorize medical care as necessary, and acknowledge that you will be billed for medical expenses incurred. These expenses may be reimbursable to you from your personal health insurance company.

Q: How can International SOS assist in the event of death?

A: International SOS will render all assistance possible to the University to obtain clearances and arrange transportation for the return of mortal remains.

Q: What should I do in the event of a security emergency?

A: Call an alarm center listed on the back of your membership card, and a security specialist will assist you.

Q: What is security evacuation assistance and coordination?

A: The SOS Security Division will assist the University in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

Q: How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

A: You can visit the website below:
http://www.internationalsos.com/members_home/Security/

SOS 24-Hour Alarm Centers

If calling from the US, Mexico, Central or South America:

Philadelphia, PA

24 hours: 1-215-942-8226 (call collect where available)

Within U.S.A. call: 1-800-523-6586

If calling from Europe, CIS, Africa or the Middle East:

London, England

24 hours: 44-20-8762-8008 (call collect where available)

If calling from Asia, Australia or the Pacific Rim:

Singapore

24 hours: 65-6338-7800 (call collect where available)

Additional Alarm Center and Clinic contact information can be found at the SOS website at www.internationalsos.com/world-network

Should you have any questions, please do not hesitate to contact Ken Randell, Ext. 27100.