

WHAT TO DO IN CASE OF AN EMERGENCY

STEP 1

In the unfortunate event that you do require emergency medical assistance or transport, the following steps should be taken to ensure prompt support:

CALL Europ Assistance

0861 746 548



STEP 2

Give your Platinum Health membership number to the Europ Assistance Operator.

STEP 3

Trained paramedics will assess the situation and dispatch the most appropriate medical emergency transportation to you.

STEP 4

A push notification link is sent to you (the member) via SMS and once activated, your geolocation will be recorded on the Europ Assistance system.

STEP 5

You can view the geolocation of the ambulance on your mobile phone.

STEP 6

Europ Assistance's specialist team will be with you every step of the way!