

ASIAN is an independent assistance company providing immediate and professional medical & non-medical assistance in South East Asia to other assistance companies, insurance companies & embassies all over the world.

Our head office is located in Bangkok and is manned with qualified and trained coordinators, nurses and doctors, who in connection with our representatives and comprehensive network of representative offices and service providers throughout the region, are ready to assist every hour of the day throughout the year.

We have own offices in the following locations:

 Bangkok, Thailand
contact@asian-assistance.com

 Bali, Indonesia
Indonesia@asian-assistance.com

 Yangon, Myanmar
myanmar@asian-assistance.com

 Hanoi, Vietnam
vietnam@asian-assistance.com

 Manila, Philippines
philippines@asian-assistance.com



All correspondence and all files are being closely monitored from our headquarter in Bangkok.

All locations – One contact point
 Telephone : +66 2 056 1800
 +66 2 941 1540
contact@asian-assistance.com

The ownership and management is Scandinavian/Thai and we have been recognized by several insurance and assistance companies as their emergency medical assistance provider in Asia. The Company has provided assistance services in South East Asia, since we started in year 2002.



Company profile

Asian Assistance is an assistance company based in South East Asia holding close ties with the medical facilities, local authorities and service providers. All cases are handled with linguistic and cultural understanding where we emphasize on giving a personal, prompt, cost controlled and quality oriented service from the first call.



We have a wide network of providers consisting of clinics, doctors, hospitals as well as ground ambulance providers and we provide our service within South-East Asia including: Thailand, Cambodia, Laos, Vietnam, Indonesia, Myanmar, Singapore, Malaysia, Philippines, China, India, South Korea, and Taiwan.

SERVICES

Asian Assistance head office is located in Bangkok and is manned with qualified and trained coordinators, nurses and doctors.

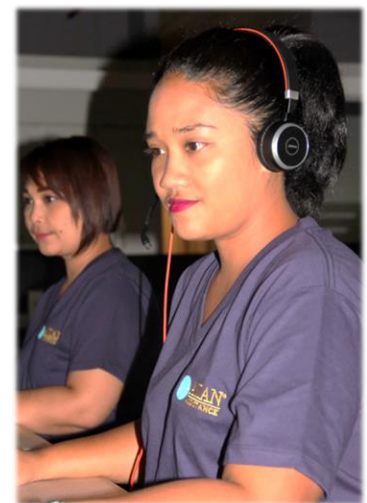
Our team at the headquarter and branch offices will assist you and your customers and our staff are ready to assist every hour of the day throughout the year.

We have our representative offices in the following locations: Yangon

(Myanmar), Bali (Indonesia), Hanoi (Vietnam) and Manilla (Philippines).

Asian Assistance Alarm Centre in Bangkok

- ✚ The Company Alarm and Call Centre is operating 24 hours a day – 365 days a year - from our head office in Bangkok.
- ✚ The Alarm Centre is manned with multilingual coordinators, nurses and doctors who are experienced and able to handle an emergency situation.
- ✚ The 24 hours a day Call Centre has dedicated hotline attended by English, Thai, Philippine, Vietnamese, Danish, Swedish, Norwegian and Burmese, speaking staff.
- ✚ All files are being closely monitored from our head quarter, which is in close co-operation with our comprehensive network of representative offices and service providers in Asia, are assuring a high level of efficiency.
- ✚ The Company holds strong connections in Asia and have the necessarily linguistic and cultural understanding.
- ✚ Pending the case or emergency situation in recognition that no patient is alike, the Company provides the best suitable assistance required in each case, with accuracy and understanding.



- ✦ Experienced medical team available to carry out repatriations or evacuations within the region, as well overseas with valid visas to most countries.
- ✦ In-house repatriation & medical team with direct contact to most of the medical departments of the airlines flying within and out of South East Asia to ensure fast clearance and approval of a transfer.
- ✦ In-house cost containment team to monitor and review in terms of cost control, partial coverage by local vehicle insurances and discounts
- ✦ Assistance provided 24/7 where immediate and personal response has a priority and with local representatives in the countries covered.



Medical services, case monitoring, transfer, repatriation & evacuation

- ✦ Monitoring of the patient medical condition and progress. Regularly medical updates are obtained along with updates on the medical expenses for medical cost containment.
- ✦ Guarantee of Medical Expenses. According to instructions of policy limits expenses related medical treatments can be guaranteed on the Insurance behalf.
- ✦ Hospitalization, including guarantee on behalf of the insurance, patients can be discharged on cashless basis. Cashless service can be supported.
- ✦ Emergency medical advices by doctors and nurses are provided on 24 hours a day – 365 days a year.
- ✦ Pending the patient condition, and The Insurance request, medical repatriation, transfer or evacuation are arranged by either commercial aircraft or air ambulance. Taking the patient medical needs into consideration, the best suitable flight route will be arranged and medical clearance will be obtained from the airlines. Any necessary arrangements such as stretcher, leg rest, wheelchair, oxygen, escort nurse and/or doctor, ground ambulances or other means of transportation, with others are provided.
- ✦ Inhouse medical team and air aviation specialist are in charge of any medical transfer files both by commercial as well as by charter flight or air ambulance. The Company has a pool of selected escort doctors and nurses, who holds visa to enter China as well as India, Australia, South Africa, Schengen and America, which allows us to arrange transfer without any delay for visa for our escort.
- ✦ Referral to local clinic, hospital or another relevant specialist. Arrangements for hospitalization at nearest, best suitable medical facility. In areas where so available, a doctor visit to the client at their hotel/residence can be arranged.



Repatriation of Mortal Remains

- ✚ Cremation or embalmment arranged according to wish. All required documents are obtained.
- ✚ Arranging mortal remains from Thailand, or from any other country in the Asian region, to China.

Non-Medical Repatriation

- ✚ The Company assist in arranging emergency travel arrangements for patients, relatives or clients in need of urgent return to their home country.
- ✚ Non-medical escorts can be provided and arrangements of issuing new flight tickets if originally planned return has to be changed.



Travel Assistance

- ✚ In-house travel desk with direct access to the airlines flight reservation system, which will allow The Company to arrange worldwide flight tickets as well as monitor the medical clearance and approval of the airline.
- ✚ Re-scheduling of itineraries and possibility for changing or upgrading original tickets are checked with the concerned airlines. Flight tickets, hotels and taxi transfers can be arranged at any time.
- ✚ Pre-trip travel advices.
- ✚ Travel information assistance, retrieve and transfer of luggage, assistance for reissue of passport and travel documents & recommendation of translator.

Other incidental services to the above

- ✚ Cash Advance
- ✚ Investigation of Fraud

24/7 contact Alarm centre Medical and Operation Team	+66 2 056 1800 +66 2 941 1540 contact@asian-assistance.com
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Director	Susanne Mørch Susanne.morch@asian-assistance.com
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Branch office Myanmar	General inquiries: myanmar@asian-assistance.com
Branch office Vietnam	General inquiries: vietnam@asian-assistance.com