



**INTERNATIONAL
SOS**

INTERNATIONAL SOS

SUNY – Buffalo Business Day

November 12, 2025

WORLDWIDE REACH. HUMAN TOUCH.

HOW IT ALL STARTED



US NOW



Headquartered
in London with
83 Offices and
51 Clinics Worldwide



Assistance
≠ Insurance



Health, Security
& Wellbeing

Trusted by
9,000 organisations

We've built a **global network**
of Assistance Centres with
Medical, Security and Logistics
experts to support you.



Today
40 1985-2025
YEARS



1985

OUR CAPABILITIES



Offices, Assistance Centres, Response Centres, Security Centres, Clinics, Air Ambulance Operators, MedAire Offices, and Supply Offices.

13,000

Employees

4,400

Medical Professionals

3 million

Assistance Calls

1,000

Security Assistance Professionals

89

Offices
28 Assistance Centres
31 Security Locations

89,000

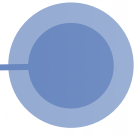
Providers in our network
across 240 countries &
territories and 10,000 cities

103

Air Ambulance Operators

1,700

Evacuations



LOCAL MEDICAL & SECURITY EXPERTISE

PROVIDED GLOBALLY IN ANY LANGUAGE
ANY TIME 24/7/365



SUPPORT: BEFORE AND DURING TRAVEL

Medical and security experts can help you;

- Country specific regulations for your prescriptions
- Quality of medical care
- Recommended travel security advice; ask for a pre-travel briefing
- Referrals for hotels or ground transportation

Call Early. Call Often. Never hesitate to call.



EMOTIONAL SUPPORT



SESSIONS DELIVERED BY OUR PARTNER WORKPLACE OPTIONS

EMOTIONAL SUPPORT

Providing consistent, high-quality support globally.

OPTIONS

Telephone consultation, teleconsultation or face-to-face sessions.

CARE PLANS

Up to 5 sessions per traveler, per crisis per year.

Cultural shock & Language challenges

Academic pressure / work-life balance

Identity and Belonging

Financial Stress

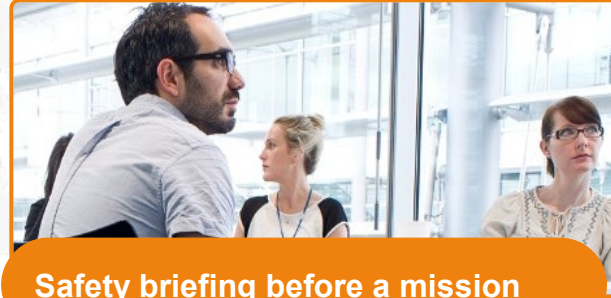
Isolation, lack of familiar support system

CALL EXAMPLES



Travel preparation

Call between traveler and **logistics** expert for journey management



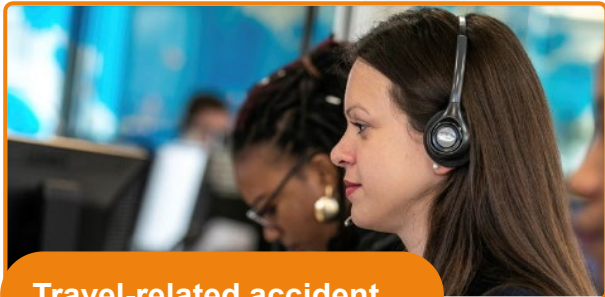
Safety briefing before a mission

Call between the faculty leader and a **security** expert in Africa



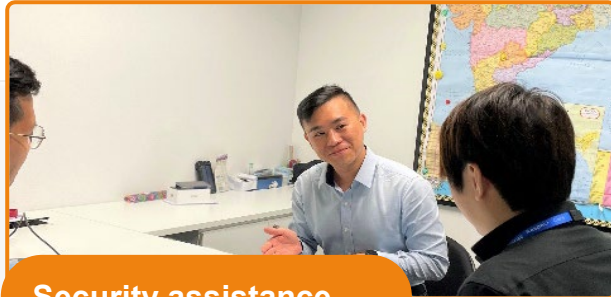
Health assistance to a student

Call between an American student and a **medical** expert regarding her prescription



Travel-related accident

Call between a local Human Resources Director and a **medical** expert



Security assistance

Call from an employee on assignment, concerned about **safety** conditions around demonstrations in Kazakhstan



Psychological support

Call between a student worried about his mental health, and a **medical** expert

ASSISTANCE ACTIVITY - MAPS

July 2024 - June 2025

OVERVIEW

MEDICAL

SECURITY

MAPS

Total Cases
14,682

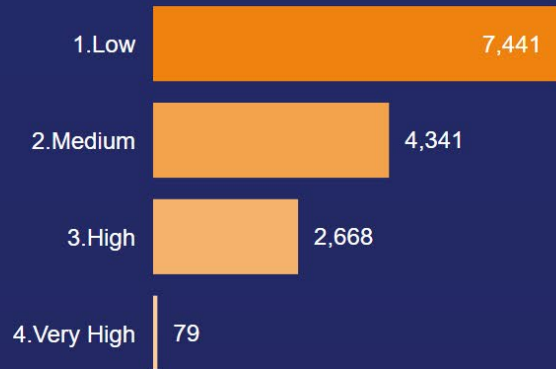
Medical
11,394

Security
3,892

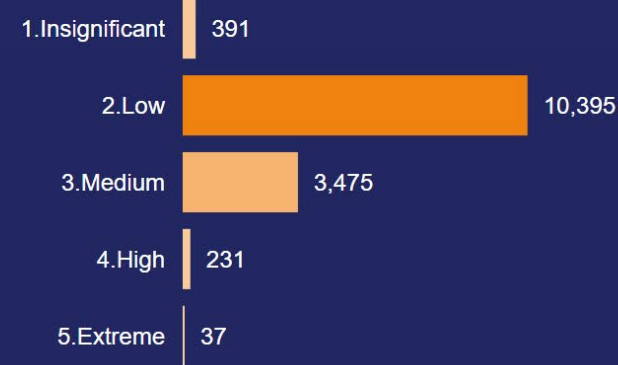
Travel
623

Clients
306

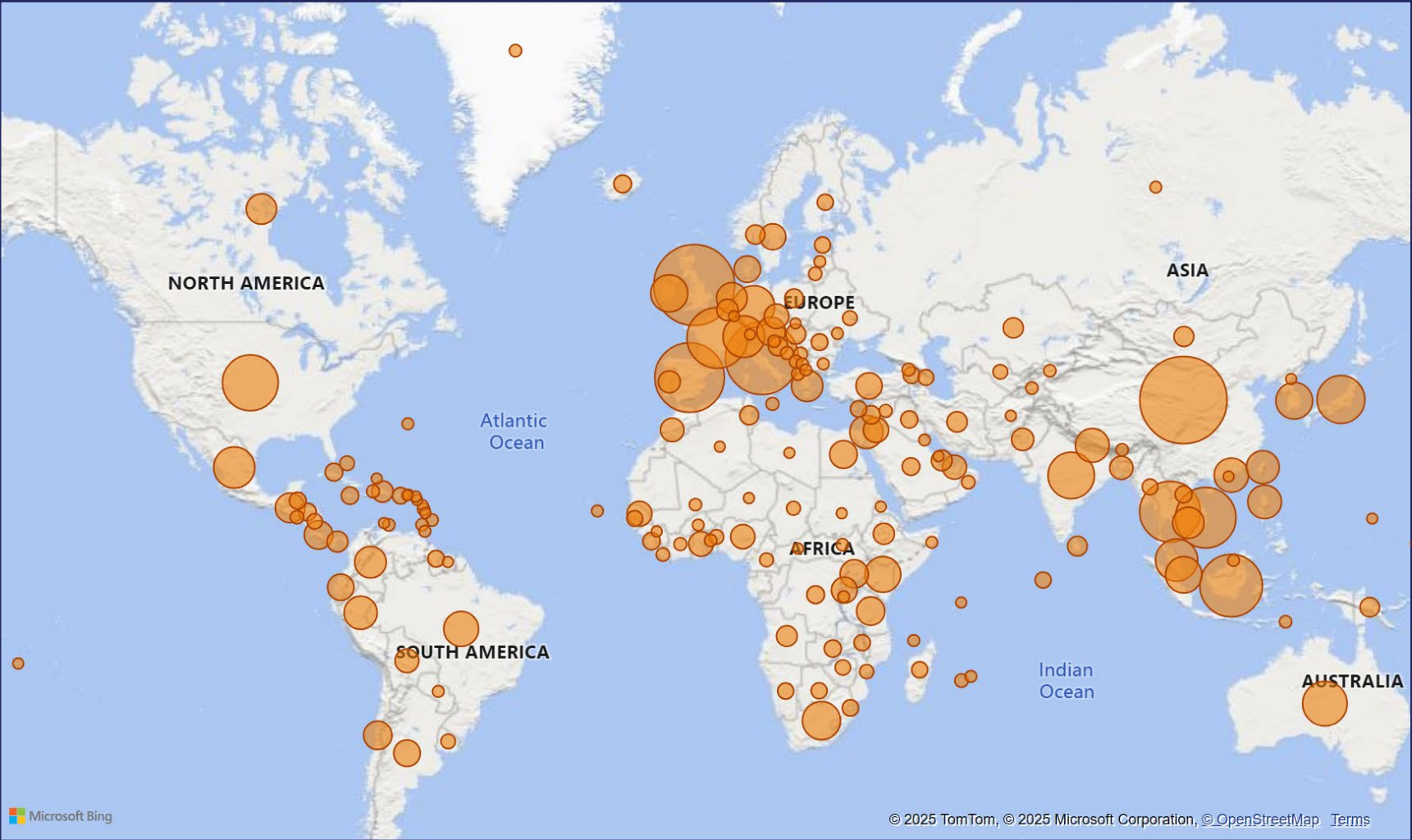
Cases by Country Medical Risk Rating



Cases by Country Security Risk Rating



Assistance Activity



WORLDWIDE REACH. HUMAN TOUCH.

*Collection of new security case details has been ongoing since 1 August 2024.



ASSISTANCE ACTIVITY - OVERVIEW

July 2024 - June 2025

OVERVIEW

MEDICAL

SECURITY

MAPS

Total Cases

14,682

Medical

11,394

Security

3,892

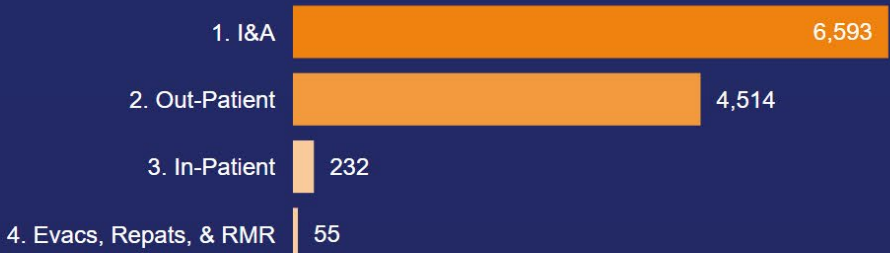
Travel

623

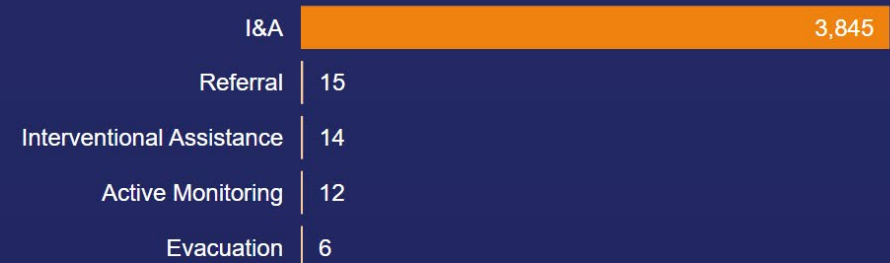
Clients

306

Medical Assistance - Case Type



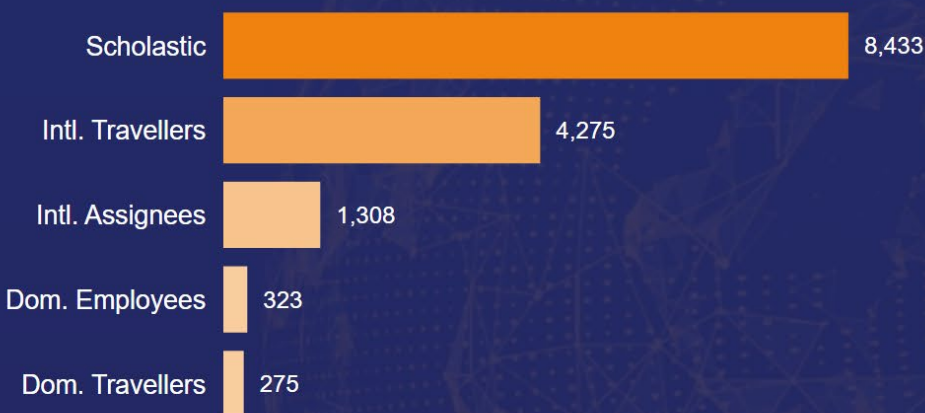
Security Assistance - Case Type*



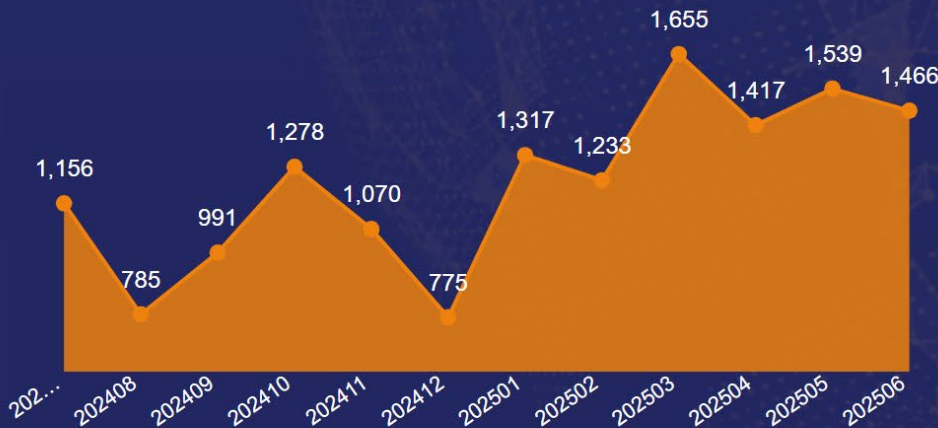
Travel Assistance - Case Type



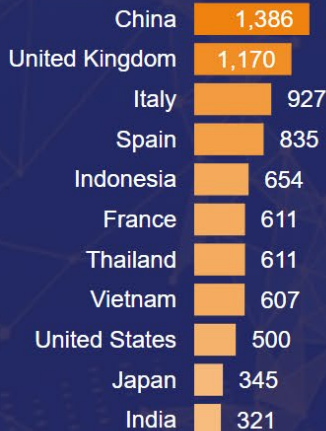
Domicile Category



Trend of Assistance



Location - Country

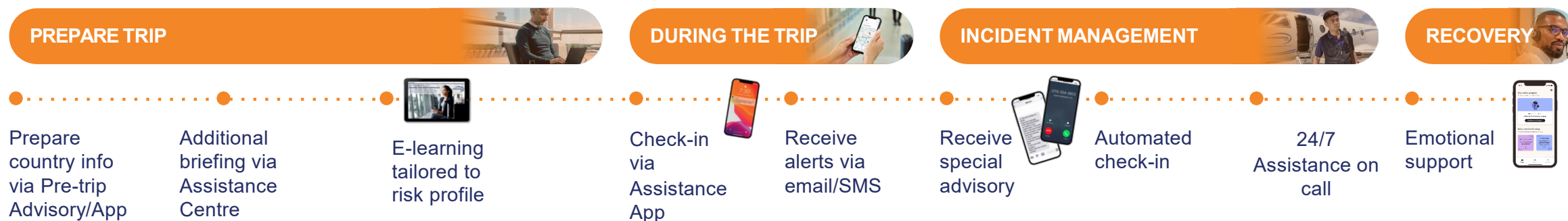


Location - City



The International SOS Service Experience

TRAVELERS



MANAGERS



Case Studies

URGENT HELP FOLLOWING MONKEY SCRATCHES IN AFRICA



SCOPE

Four students traveling in rural Africa (three in Ghana and one in Gambia), were scratched by monkeys. As a result, they were potentially exposed to deadly rabies. Treatment was not available in these remote locations.

Communication with the students was challenging due to poor cell phone reception and inconsistent WiFi. One student also suffered from mental health issues, including anxiety, which further complicated matters.

International SOS utilized its extensive provider network to locate treatments, confirmed the best protocols, placed guarantee of payments, arranged flights and provided planning, guidance, and communication with the students and their university.

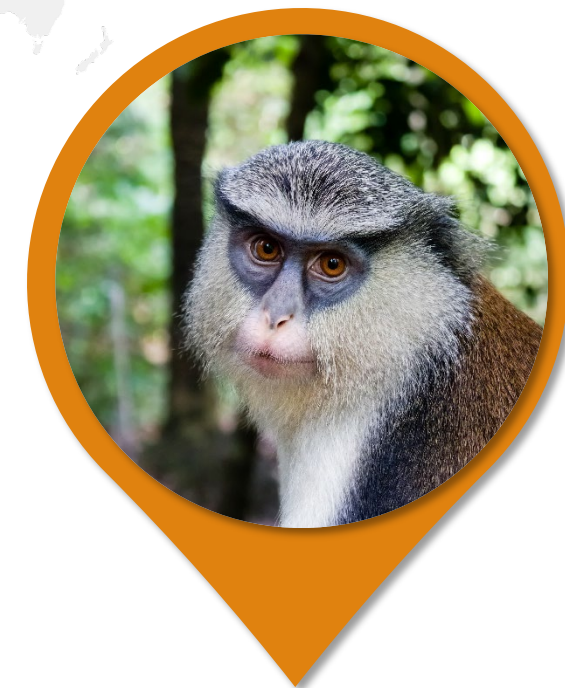
CASE NOTES

Three students were able to receive initial treatment in Accra, Ghana, then flew home to the United States for the necessary remaining care at a provider associated with their university.

In Gambia, the fourth student needed to return to the United States for treatment, which was not available locally. An urgent flight change was arranged by International SOS and she was back in the US and seen by a doctor within 48 hours of the injury.

OUTCOME

Thanks to timely assistance from International SOS and its qualified and vetted providers, all students returned home safely and fully recovered from the ordeal.



“Thank you for your help and service. You've all been very responsive. Thank you for the follow-up call.”

Ecuador Unrest: Air Evacuation of American Students and Faculty



SCOPE

Two faculty members and 12 students from a midwestern American university were traveling in Ibarra, Ecuador, when social unrest, including roadblocks, broke out. They called International SOS with a request to support travel by road to Quito.

After assessment by security experts, it was determined that the overland trip would take nine hours and was extremely risky. It was recommended that the group shelter in place until the situation improved.

With the roadblocks remaining and protests escalating, a helicopter evacuation was recommended, and the extraction plan was coordinated by International SOS security and logistics experts in the Philadelphia Assistance Center.

CASE NOTES

A regular communication cadence was established, and following a reconnaissance mission, the group was moved by mini-bus to a nearby landing zone. Four flights safely transported the members and their belongings to Quito, which had not been affected by the unrest.

They were met by a local reception team, which drove them to their hotel. From there, travelers took commercial flights back to the United States.

OUTCOME

Only International SOS has the security and logistics experts, boots on the ground, and in-country contacts to successfully execute a mission involving route assessments, ground transportation, and air evacuation from nearly anywhere in the world.



REPATRIATION FOR ONGOING MEDICAL AND SURGICAL NEEDS

DOMESTIC ASSISTANCE IN A TIME OF NEED

A Massachusetts female was snowmobiling in a National Park when she lost control, was thrown from the machine, and sustained multiple injuries.

Airlifted to a regional trauma center in Idaho, her surgeon determined additional procedures were needed and noted this should be accomplished near her home to facilitate rehabilitation and follow-up visits.

CHALLENGE

The member's injuries meant that timely repatriation home on a commercial flight was not feasible, and due to the US Emergency Medical Treatment and Labor Act requirements, receiving care had to be coordinated by her treating medical team prior to evacuation and repatriation.

SOLUTION

With help from International SOS, she was promptly repatriated to a medical facility of her choice in Massachusetts. Coordination involved many moving parts, including air ambulance with escort doctor, nurse, and respiratory therapist as well as ground ambulance transfers between both hospitals and aircraft.

IMPACT

The member was safely transported to a trauma facility near her home for prompt surgical repair of her complicated wrist fracture and ongoing rehabilitation. With the help of International SOS, she was able to recover at home and with the comfort of her family.

HOW TO USE OUR SERVICES

Travel Registration

- Staff/Faculty: Concur Booking
- Study Abroad: Terradotta
- Self Registration: Forward Itinerary or Manuel Entry via App/Potal

ASSISTANCE

- Philadelphia Assistance Center: **+1-215-942-8478**
- Philadelphia@internationalsos.com
- Call/Chat through Assistance App
- Available 24/7/365
- Contact us before, and during your travel

DIGITAL TRAVEL TOOLS & INFO

Member Online Portal

- Go to <https://myportal.internationalsos.com/>
- and log in or register.

International SOS Assistance APP

- Download the APP from the Apple store or Google Play store
- Register with your organization email, or utilize membership # [398GDA1023778](#)

Digital Learning Portfolio:

<https://traininghub.internationalsos.com/buffalo>

Client Support Platform (Technical Support and More):

clientsupport.internationalsos.com





THANK YOU!

24/7 Dedicated Assistance Line:

+1 215 942 8478

Philadelphia@internationalsos.com

Nick Liu

Director, Scholastic Accounts

Email: nick.liu@internationalsos.com

Phone: +1 267 751 5001

UTILIZING UB TRAVELER ASSIST

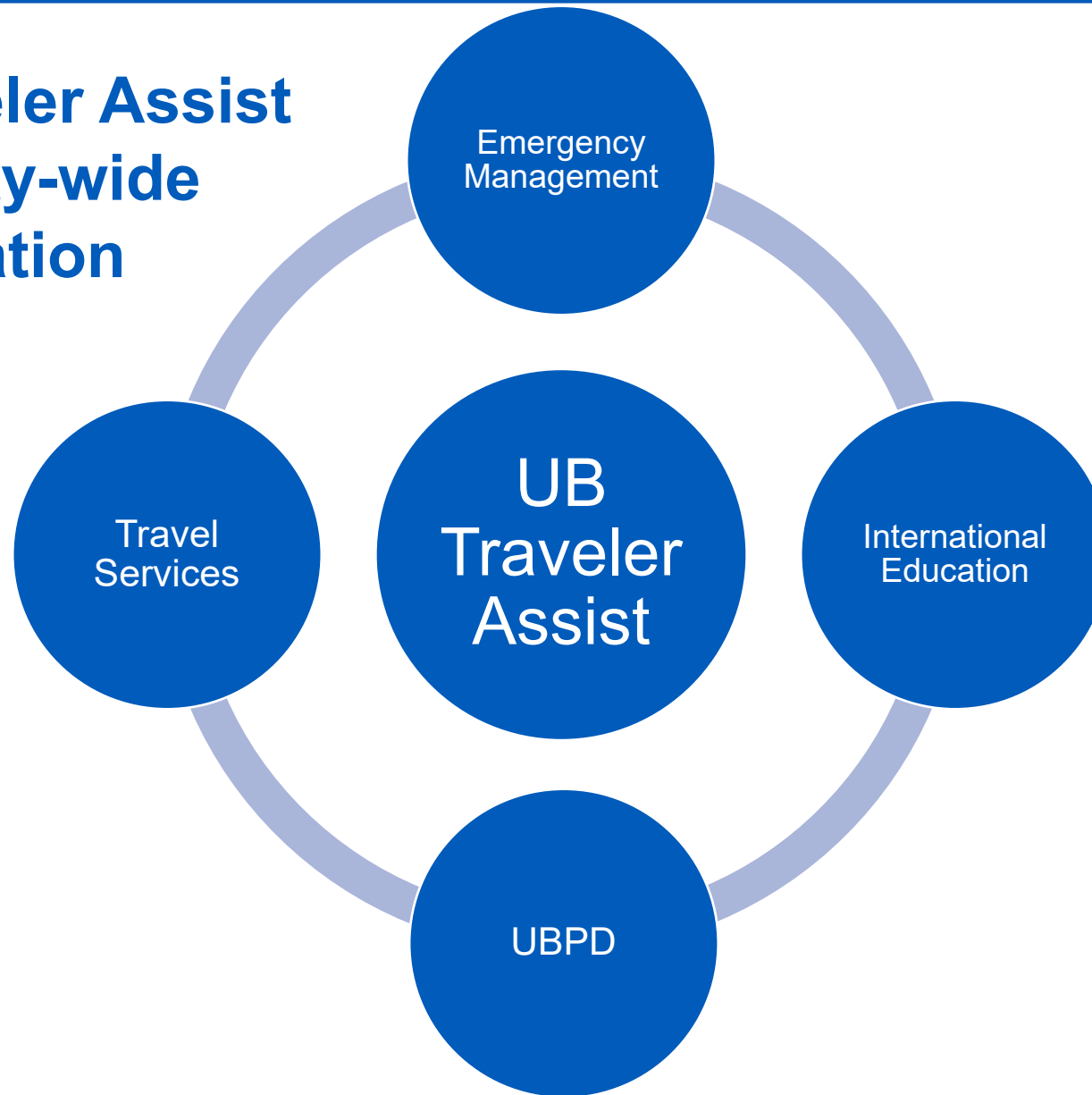


UB Traveler Assist and International SOS

UB Traveler Assist powered by International SOS (ISOS) enhances safety and support for faculty, staff, and students participating in university-sponsored travel.



UB Traveler Assist University-wide Coordination



Authorized Persons (APs)

APs act as the **university's liaison** with ISOS, ensuring a structured and efficient response in emergencies.

Faculty, Staff & Student Travel (Outside of Education Abroad)

Primary Contact: Joe Raab

Education Abroad Travel

Primary Contact: Adam Rubin

Backup Contact

UPD



What to expect after booking



Trip Itinerary Upload

Your itinerary is uploaded to International SOS (via Concur or manual entry).



Pre-Trip Advisory Email (International Travel Only)

Destination-specific health, safety, and security guidance delivered to your inbox.



24/7 Support Activation

You're covered with medical, mental health, and security assistance worldwide.



Emergency Coordination

ISOS will work with UB and insurance providers to manage care in an emergency.



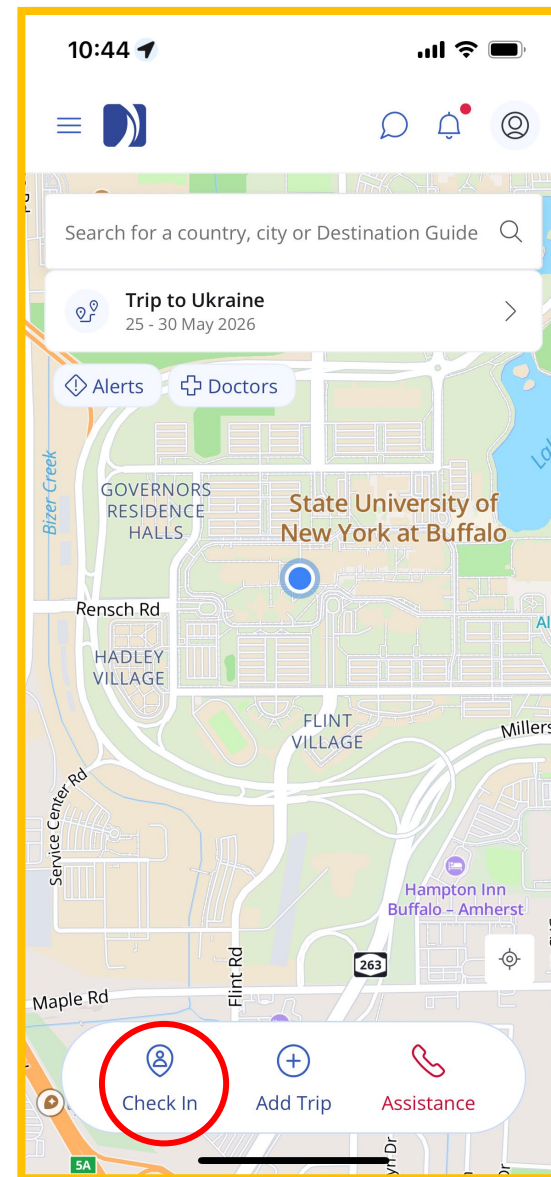
Health Insurance for International Travel

The university provides international health insurance coverage for individuals traveling abroad.

During Travel

Check In

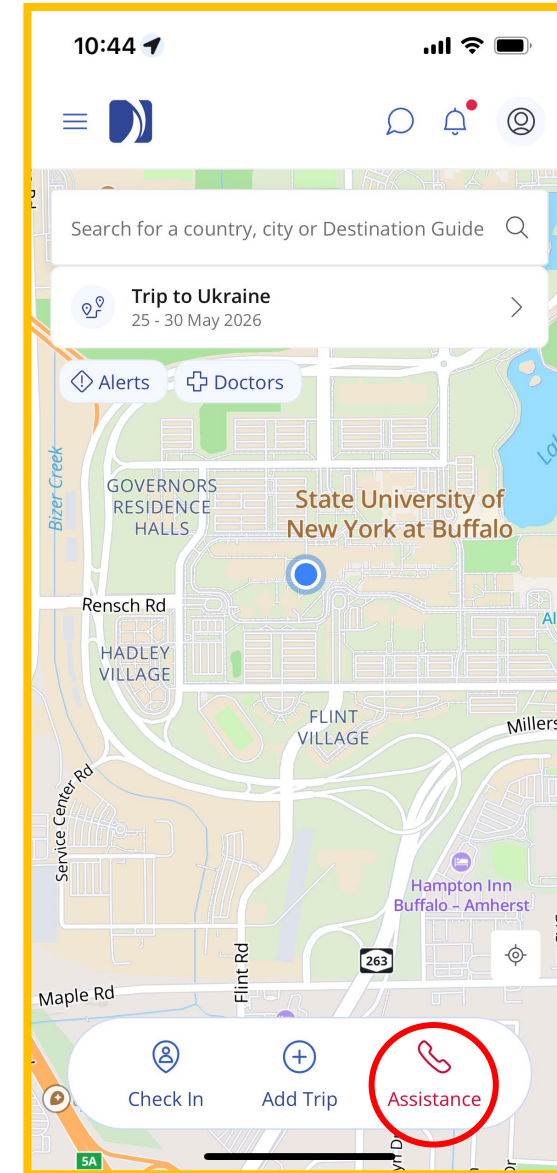
- **Check in** using the ISOS App upon arrival to receive the latest updates and location-specific information.
- If you receive any alerts while traveling, please respond so we can confirm your safety.



During an Emergency

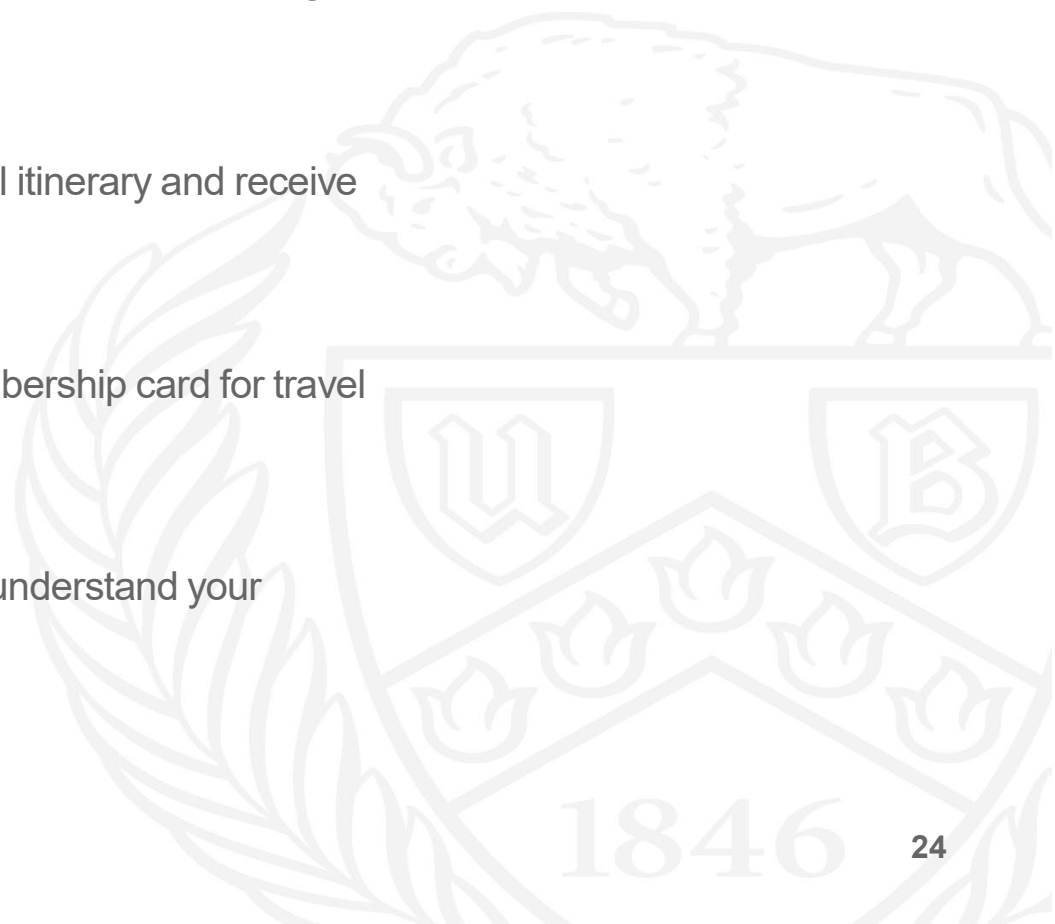
Need Assistance?

- **One-tap emergency support:** Travelers can connect directly with ISOS medical, security, or logistics specialists, available 24/7.
- **Location-based response:** Assistance is tailored to the traveler's situation and location.
- **Covers multiple needs:** Support is available for medical emergencies, mental health concerns, security incidents, and travel disruptions.
- **In Case of Emergency:** For acute medical or mental health emergencies, contact local emergency services using the information provided in the Pre-Trip Advisory Email from ISOS.



What's on the UB Traveler Assist Website?

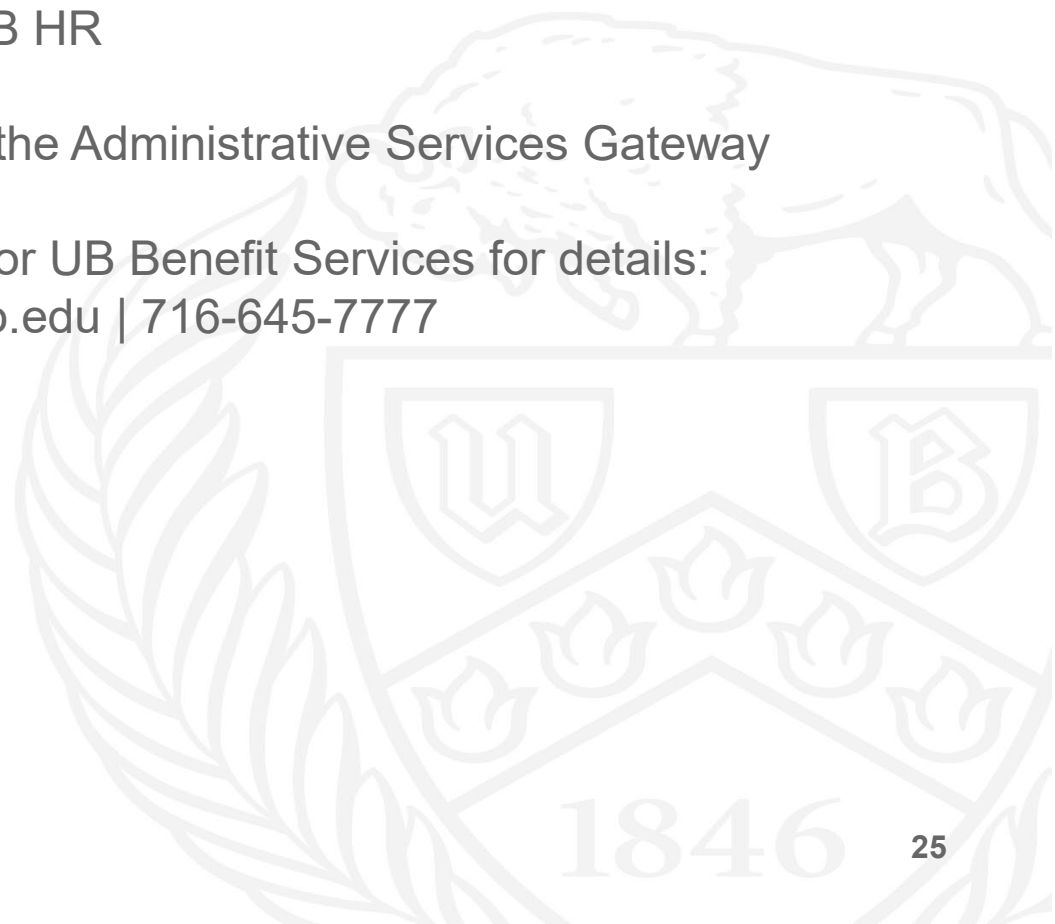
- **Web Portal Registration:** Learn how to set up your International SOS Web Portal account using your UB email address.
- **Register Your Trip:** Follow step-by-step instructions to register your UB travel itinerary and receive alerts and support before departure.
- **Membership Cards:** Find details on how to request a digital or physical membership card for travel assistance.
- **Insurance Coverage:** Explore UB's international travel insurance options to understand your coverage and available benefits.



Accidents or Injury During Employer-Sponsored Travel



- Report incidents to NYS Accident Reporting System (Workers Compensation) and UB HR
- Follow procedures on the Administrative Services Gateway
- Contact your provider or UB Benefit Services for details:
ub-hr-benefits@buffalo.edu | 716-645-7777



Health Insurance for International Travel



ISOS is not health insurance.



UHCSR centrally funded insurance is available.



Review your current plan to assess need for supplemental coverage.



For more information visit the [UB Traveler Assist](#) website.

Health Insurance for International Travel



UB provides no-cost international health insurance for faculty and staff traveling abroad on official university business.



Ensures safety, security, and medical protection as part of UB's Duty of Care initiative.



Coverage is active only for the approved travel period.



UB-funded coverage = peace of mind anywhere in the world.

Health Insurance for International Travel

UB Traveler Assist Website

Insurance Coverage

Insurance Coverage While Traveling

Review the insurance options below to identify which coverages are relevant for your travel. Additionally, verify your current coverage—whether through your own benefits, a parent's/family member's policy, or other existing insurance—and confirm your workers' compensation coverage extends to travel-related accidents or injuries.

Type of Travel*

International

Your UB Affiliation*

Faculty or staff

Employer*

State

Purpose of Faculty or Staff Travel*

Academic

SUNY International Health Insurance Plan (UHCSR)

The SUNY International Health Insurance Plan, provided through UnitedHealthcare (UHCSR), offers comprehensive health coverage for SUNY students, faculty, and staff participating in academically sponsored international travel. The plan ensures access to essential medical and emergency services while abroad, with **\$0 deductible, copay, and coinsurance.**

Benefits:

- Coverage for preventative care, illness, accidents, and hospitalization
- Emergency medical, security, political, and natural disaster evacuation, plus repatriation of remains
- Mental health services and prescription medications
- 24/7 travel assistance, including lost passport help and medical referrals
- Accidental Death & Dismemberment (AD&D) coverage



Health Insurance for International Travel

Enrollment

Faculty and staff must complete an insurance enrollment form prior to departure.

Enrollment ensures UHCSR coverage is activated for the travel dates and locations specified.

A link to the enrollment form is available through the UB Traveler Assist website

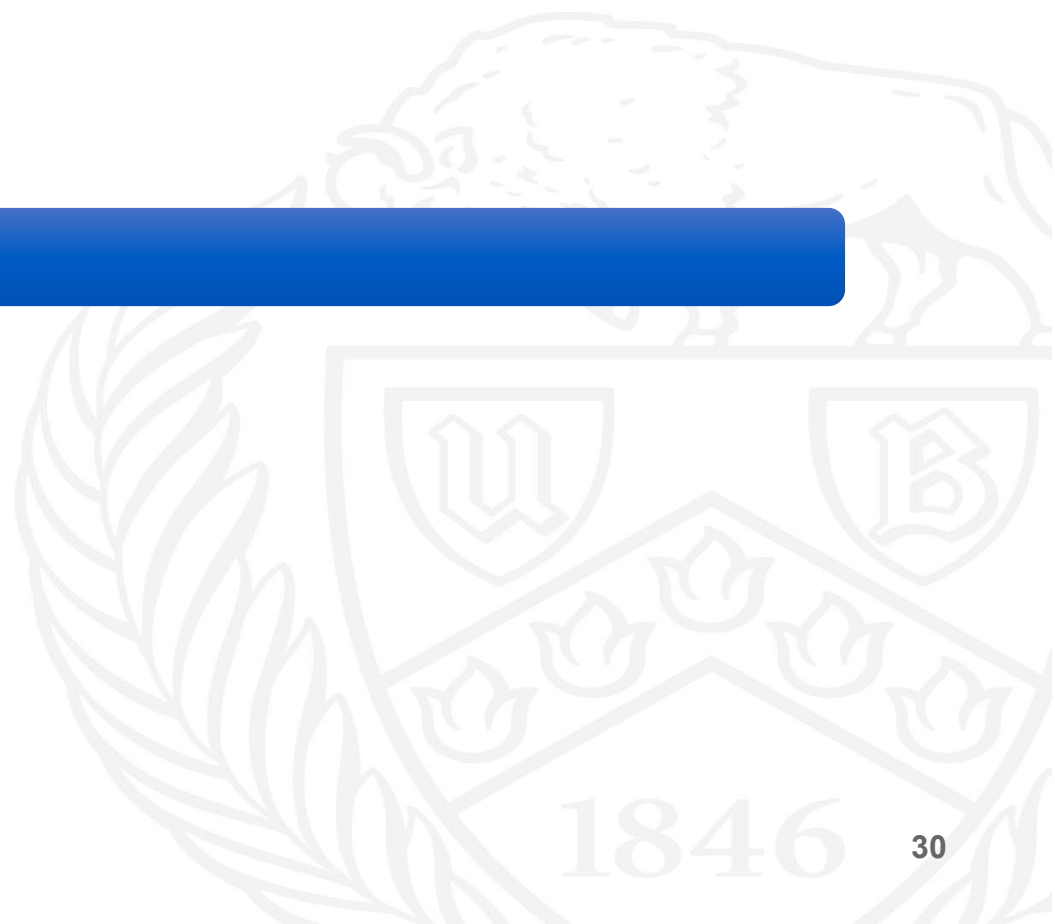
Resources

Websites

- [UB Traveler Assist Website](#)
- [ISOS Web Portal](#)
- [UB Travel Guidelines](#)
- [UB Benefit Services](#)
- [UHCSR Insurance Information](#)

Important Email Addresses

- UB Benefit Services ub-hr-benefits@buffalo.edu
- Sending your Manual Upload
 - For faculty and staff
 - Send to - UBTravel@itinerary.internationalsos.com
- For Travel Preparers
 - Send to - Traveler's UB Email
 - CC: UBTravel-TO@itinerary.internationalsos.com



Any Questions?



How did we/I do?

Complete the session survey using your smart device:

Scan the QR code provided on your schedule,

or

Scan the QR code shown here.

