



Medical & Assistance Services
With you all the way

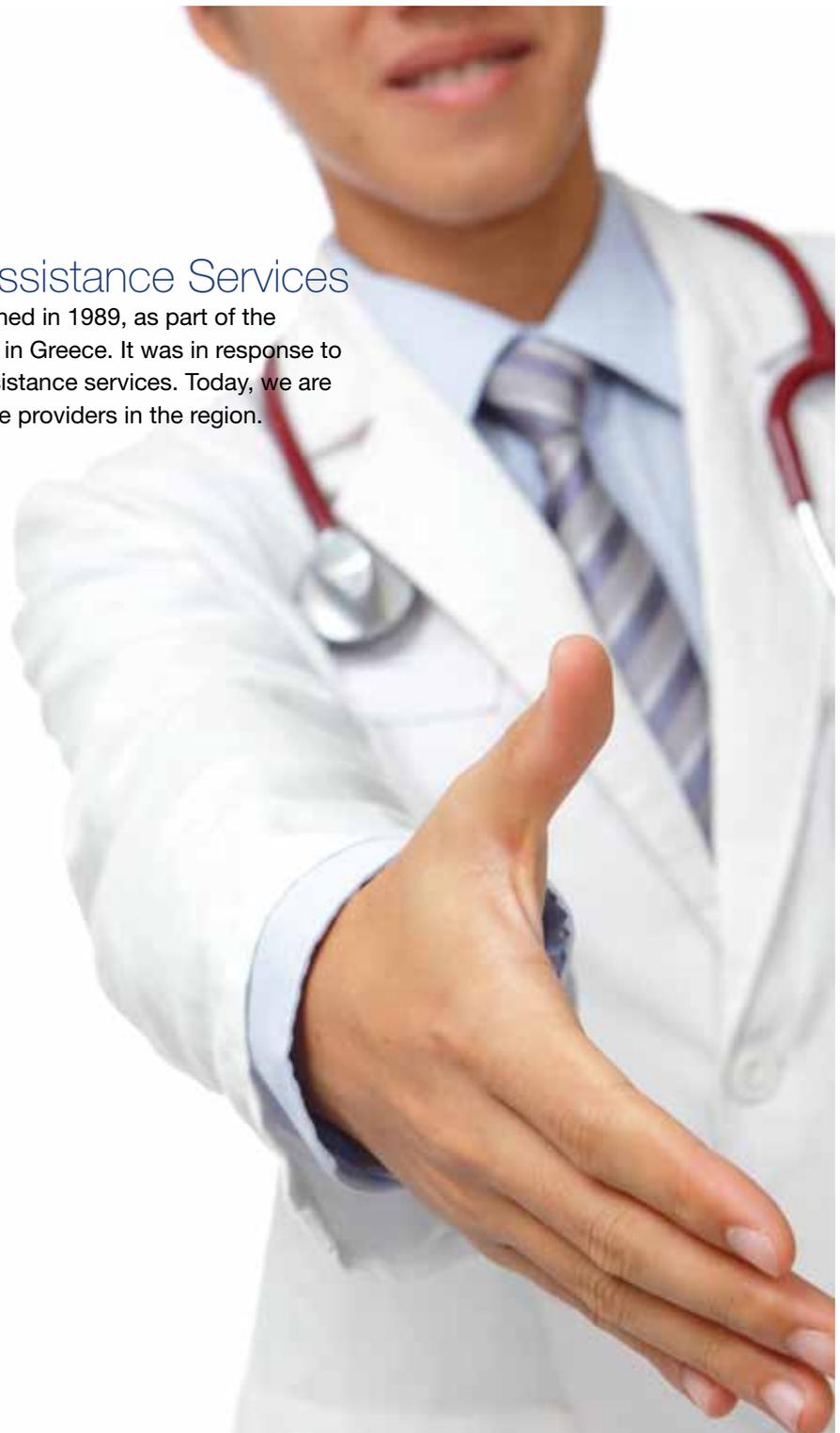


Inchcape
Shipping Services

A World of Local Expertise

Welcome to **Medical** and Assistance Services

ISS Medical and Assistance Services was established in 1989, as part of the Tourism Department of Inchcape Shipping Service in Greece. It was in response to the country's growing demand for professional assistance services. Today, we are proud to be one of the leading specialist assistance providers in the region.



Need medical assistance?

Should your client require medical assistance, the ISS medical team will liaise straight away with the local treating doctor, to assess and monitor the care being administered to the patient(s). We will assign a specific support team to your case, to ensure that you are receiving every possible assistance. The health of the patient(s) involved is paramount to us and our appointed partners at all times.

You can trust us to handle each case according to its specific needs, and with the utmost discretion, compassion and urgency.

Our Medical Assistance team will provide the following Services on request:

- Updated and regular medical reports
- Air-ambulance, accompanied by experienced doctors and/or nurses and medical equipment
- Helicopters
- Ground ambulances
- Liaison with state hospitals
- Admission to private hospitals or clinics
- Hospitalisation at home and home care
- Dispatch of medicines
- Oxygen supply
- Guarantee of medical expenses
- Repatriation on scheduled flights

Furthermore, our dedicated doctors will remain in close and constant contact, not only with the local medical teams handling your patient's care, but with their own doctors back at home as well. This means that the patient's condition can be monitored closely to ensure they receive the best possible treatment and ongoing care at all times.

Help handling your medical claims

In recent years, there has been a trend across the industry for insurance and assistance companies to employ a specialist claims handler to check claims on their behalf, using their enhanced technical knowledge. This is a highly efficient method, that ISS has adopted too, saving time and reducing the risk of error as the claim is negotiated. It also avoids time-consuming and costly direct negotiations with local suppliers, for whom, in some circumstances, a language barrier could add additional complications. We first implemented this method in Greece almost 20 years ago, on behalf of a large British travel insurer.

We have consistently reduced costs since then by over 25%, and maintained the average case cost during that period.

Our claims handling team has built up a large network of doctors and medical service suppliers over almost 20 years. It currently contains 400 contacts throughout Greece and the Islands. This is an important resource that we are continuing to develop for the benefit of our clients and local experts.

The personal touch

personalised services

Sometimes, a client needs assistance of a personal nature to make their business travel, or personal arrangements run smoothly. Our assistance team will arrange the following services by request:

- Hotel accommodation
- Rental car
- Cash advance
- Flight bookings
- Pre-paid tickets
- Boat tickets
- Train tickets
- Replacement of travellers cheques
- Taxi transfer
- Gift or flower deliveries
- Hotel and villa accommodation
- Taxi and limo transfers
- Boat - train - airline tickets
- Car hire
- Sailing boat and yacht charters
- Luggage care and forwarding
- Concierge services
- Interpretation and translation services
- Multilingual tour guides
- Sightseeing tours
- Legal advice and assistance



Looking for roadside assistance?

If a vehicle that your client is travelling in breaks down, or is involved in an accident, we will organise roadside assistance, vehicle recovery and all of the associated tasks. These facilities come as standard, as part of our range of assistance services for our customers.

Furthermore, we will ensure that the driver enjoys the many benefits of being a part of our network whenever required. This includes a full claims notification service that operates 24 hours a day. We understand that an accident or roadside breakdown can be traumatic, so this option means that the customer only needs to relive their experience once. In other words, they make one call to us and we will take on the burden of putting all necessary wheels in motion to get them back on the road.

Our Assistance team will arrange the following services, upon your request:

On the spot repair: wherever possible, we will aim to have the vehicle up and running again right away.

Towage to the nearest car authorised dealer: sometimes, the damage will be too much for an immediate repair, so we will arrange for the vehicle to be towed to a garage that can help.

Follow up: our assistance doesn't stop once the vehicle has been towed to safety. We follow up on the repairs, making sure everything is repaired to complete satisfaction and that the vehicle is one more safe to drive.

Professional survey: we will call in a professional surveyor to assess the damage, ahead of any insurance or personal injury claims. This provides peace of mind and expert back-up, should it be necessary.

Dispatch of spare parts: we will source and deliver spare parts needed for vehicle repairs to speed up the process.

Vehicle replacement: where a vehicle has been written off, or is simply uneconomical to repair, we will deliver a replacement. We can also arrange a vehicle write-off through recycling centres, and handle all the paperwork, should that be required.

Repatriation and storage: we will repatriate the vehicle and arrange its safe storage until it can be collected.

Our company manages Peugeot Assistance products and services across Greece and has a long-standing reputation for efficiency and reliability, making a stressful time much more bearable.



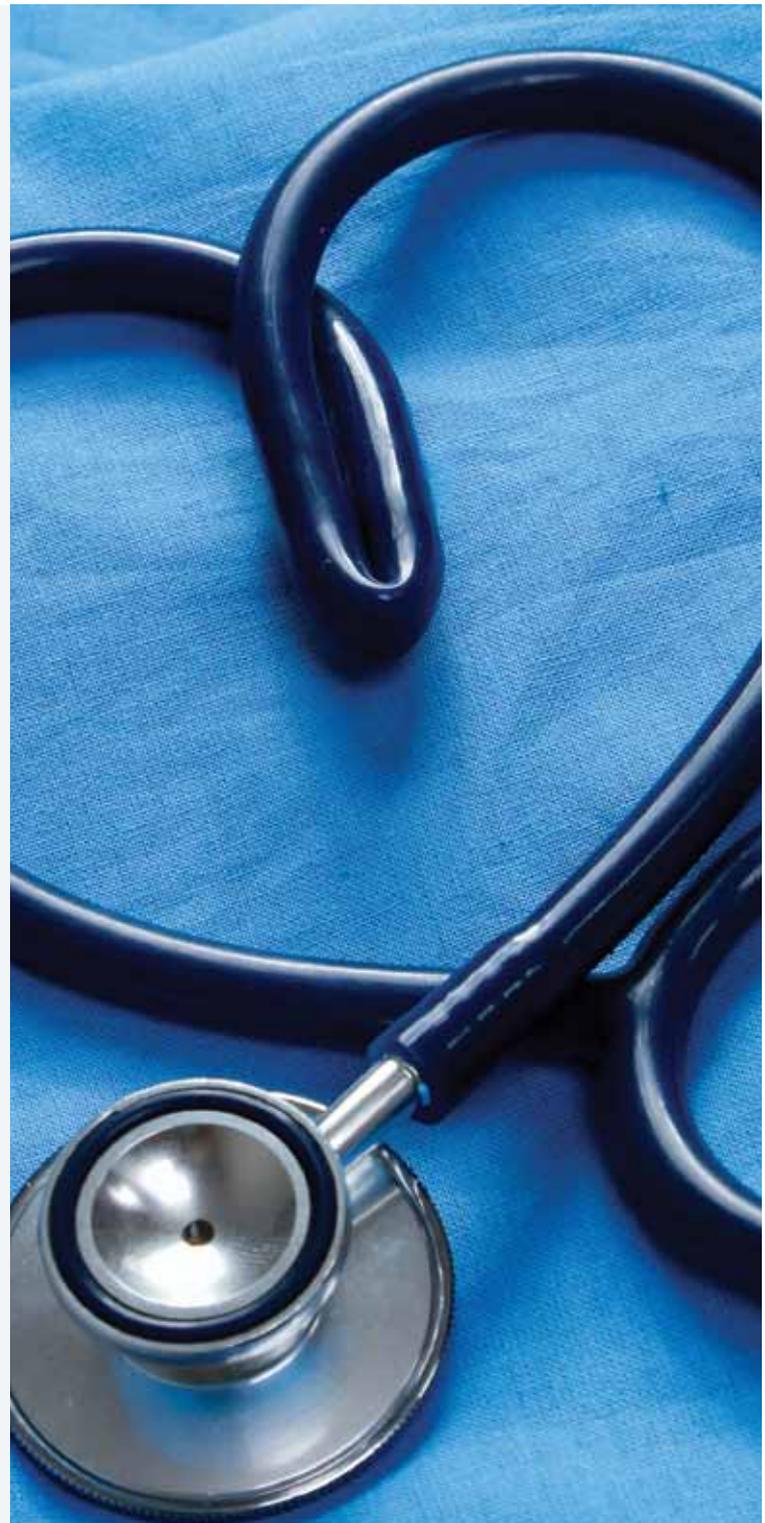
Who we are

ISS Medical and Assistance Services was established in 1989, as part of the Tourism Department of Inchcape Shipping Services in Greece. It was in response to the country's growing demand for professional assistance services. Today, we are proud to be one of the leading specialist assistance providers in the region.

Ever since our medical and assistance services began, our goal has been to ensure that our clients benefit from the highest quality service available, 24 hours a day. We know that our thorough understanding of our customers' requirements, coupled with an in-depth knowledge of the available infrastructure and local customs of the region, has enabled us to achieve this goal. We will always protect the interests and reputation of those who trust us with their business.

We have built up a wide network of experts throughout Greece, Cyprus and Malta. Medical, technical and general assistance cases are all coordinated from a dedicated operations centre in Piraeus. Our philosophy is that, no matter how small the problem might be in reality, the person contacting us believes it to be important enough to make the call; therefore our Co-ordinator must render fast, effective help with the utmost politeness and understanding.

Our dedicated and highly experienced team of multilingual professionals are always ready to help. We select our medical assistance experts for their special skills and ensure that they are trained to the highest standards. They are backed up by an extensive, quality controlled network of independent specialists, who are also ready to be deployed whenever and wherever they are needed most.



ISS difference

At ISS, we understand our clients' needs and respond to them promptly and effectively, in a number of ways that set us above the rest.

Brand: The ISS name has long been associated with trust, building a solid foundation for our working relationships with clients.

Technical know-how: we know how important it is for our customers to receive the right information in as short a time as possible. Our in-depth knowledge of the assistance product and wider industry ensures we deliver exactly that.

Local expertise: our local ISS networks allow us to become very familiar with our clients' geographical locations, helping us provide whatever they need, wherever they need it.

Transparency: we operate under clear procedures and steady policies, meaning that clients know exactly where they stand, and the quality of service they can consistently expect from us.

Flexibility: Our wide network of sub-agents, and their flexibility, enables us to tailor our services to our clients' exact and individual requirements.

Ethical values: we have a well-established Ethics and Compliance policy that underpins the growth, strategy and vision of ISS in everything we do.

Effective structure: We have been in this business a long time and have developed an effective structure that allows us to display our talents where they are most needed.

HSSE & Q: (Health, Safety, Security, Environment and Quality) is of critical importance to our business and we have in place a number of management systems to ensure that we are working to the highest global standards.

Looking to the future

ISS grew and thrived throughout the Greek recession of 2008, and continued to weather the storm when the financial crisis turned into a global concern. We believe that this was in no small part due to our approach of working with locally-based experts and our ability to offer clients a wide variety of assistance services to meet their needs and fit in with their local customs and procedures.

This localised approach has also allowed us to manage and reduce risk, while applying the relevant economies of scale across our services to tailor and deliver the right services to our customers at the right time and in the right place.

Ultimately, our goal is to become and continue to be our clients' first choice as an outsourcing partner and to work closely with them for mutual and long-term benefit.

We plan to continue expanding our ISS Assistance Services in geographic locations where the ISS group has an established presence. We also want to add to our customer base by bringing in new clients. Finally, we are constantly working to develop and launch additional products in our service range to meet the needs of all our customers.



Contact details

We are motivated by our ability to help - the meaning of assistance itself. We are always available, 24 hours a day, 365 days a year. We want you to feel supported by our services, and to trust in our reliable, effective approach to assisting you whenever and wherever you need us to.

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