

## **The American Express Card**

### **EMERGENCY ASSISTANCE**

#### **SERVICE PROVIDER**

- Assistance Services Offered by Gulf Assist
- Call collect the Emergency Assistance Service Number on 800 89 73 222 or +973 17 21 88 99 from outside the Kingdom

#### **Hours OF OPERATION**

- 24 Hours A Day - 7 Days A Week - 365 Days A Year

#### **DEFINITION OF THE COVERED PERSONS**

- The American Express Cardmember who has the American Express Card (Basic or Supplementary) issued by Amex (Saudi Arabia) Limited and is the recipient of the certificate (herein called the Cardmember).
- His/her dependent family members

#### **PERIOD OF COVERAGE**

- Annual

#### **GEOGRAPHICAL COVERAGE**

- World-wide, outside the Kingdom of Saudi Arabia

#### **CONTENT OF THE ASSISTANCE SERVICES**

There are four components of the Emergency Assistance program:

1. Medical Emergency Assistance
2. Legal Emergency Assistance
3. Personal Assistance
4. Travel Oriented Assistance

**Actual services included in each component are described below:**

#### **1. MEDICAL EMERGENCY ASSISTANCE**

The Covered Person is entitled to obtain:

##### **Referrals to Medical Services:**

##### **Abroad**

Physicians, hospitals, clinics, ambulances, private duty nurses, dentists, dental clinics, services for the disabled, opticians, ophthalmologists, pharmacies, suppliers of contact lenses and medical aid equipment.

**Dispatch of a doctor on the spot: Abroad**

If the Covered Person's condition or the circumstances require it; the cost of health treatment and any doctor's fees shall be borne by the Cardmember.

**Hospital Admission: Abroad**

Organisation of hospital admission and, if requested, the guarantee of medical expenses (to be charged to Cardmember's account and subject to authorisation by Amex (Saudi Arabia) Limited).

**Dispatch of necessary medicines which cannot be found locally: Abroad**

The cost of the medicine shall be borne by the Cardmember. The cost of shipment shall be borne by Gulf Assist.

**Replacement of broken, lost or stolen glasses or contact lenses: Abroad**

The cost of the actual lenses or glasses shall be borne by the Cardmember. The cost of shipment shall be borne by Gulf Assist.

**Transfer of lost or forgotten prescriptions: Abroad**

When possible by law, Gulf Assist shall endeavor to facilitate the transfer of a prescription from a Cardmember's home pharmacy to a local pharmacy. The cost of the medication and any prescription charges shall be borne by the Cardmember.

## 2. LEGAL ASSISTANCE

**Lawyer Referrals Abroad**

**Legal Assistance 1,000 US\$ Abroad**

If the Covered Person is jailed (or threatened to be) following a road traffic accident, Gulf Assist shall appoint and advance the fees of a lawyer (to be charged to Cardmember's account and subject to authorization by Amex (Saudi Arabia) Limited)

**Advance payment for bail bond 10,000 US\$ Abroad**

If the Covered Person is jailed (or threatened to be) following a road traffic accident, Gulf Assist shall advance the bail bond (to be charged to Cardmember's account and subject to authorization by Amex (Saudi Arabia) Limited)

### 3. PERSONAL ASSISTANCE

- **Information for preparing a journey** **No limitations**
- **Information on visas, passports** **No limitations**
- **Information on inoculation requirements for foreign travel** **No limitations**
- **Information on customs and duty regulations** **No limitations**
- **Information on foreign exchange rates and value added taxes** **No limitations**
- **Referrals to American Express Travel Service Offices World-wide** **No limitations**
- **Referrals to Embassies or Consulates** **Abroad**
- **Referrals to Interpreters** **Abroad**
- **Advance payment for bail bond** **Abroad**

In case of imprisonment or hospitalization and circumstances demand the services of an interpreter, Gulf Assist shall make the necessary arrangements (to be charged to the Cardmember's account and subject to authorization by Amex (Saudi Arabia) Limited).

### 4. TRAVEL ORIENTED EMERGENCY ASSISTANCE

#### **Cash advances**

**Up to 1000 US\$**

In the event of lost or stolen cash, Travellers Cheques, credit and charge cards or in the event that there are no American Express Travel Service Offices or ATMs available at the Cardmember's location, Gulf Assist shall advance cash to the Cardmember (to be charged to Cardmember's account and subject to authorisation by Amex (Saudi Arabia) Limited).

#### **Urgent message relay**

**No limitations**

Transmission of urgent messages from the Covered Person to relatives, business associates, friends residing in his/her country of residence and vice versa.

#### **Luggage assistance**

**No limitations**

Gulf Assist shall provide assistance in locating lost luggage and shall provide to the Cardmember regular updates on the location status.

#### **Assistance for return trip**

**Up to 1000 US\$**

In case of loss or theft of the American Express Card or identity papers necessary to return home, Gulf Assist shall provide assistance in replacing them. In the event of loss or theft of the transportation ticket to return home, a replacement transportation ticket shall be provided (to be charged to Cardmember's account and subject to authorization by Amex (Saudi Arabia) Limited).