

# Australasian Assistance



- Worldwide Medical Assistance
- Emergency Evacuation
- General Travel Assistance
- Global Security Solutions
- Third Party Administration

- **Independent**
- **Experienced**
- **Committed**

# Total Solutions Globally

*Australasian Assistance manages all aspects of travel & medical assistance and security services, with the efficiency and compassion that's essential in our line of business.*

*We are confident that no matter where you are, whatever problem you face, we will have the expertise available to help you. We offer our clients **Total Solutions Globally.***



We operate a 24/7/365 emergency operations centre, managed by a team of highly experienced, trusted and dedicated professionals who provide practical answers to meet the demanding needs of clients, both locally and globally.

**You will not meet a better team.**

Australasian Assistance provides 24/7 integrated medical, travel and security services to organizations and travelers around the world. Our trusted and dedicated team works day and night, 24-hours a day, 365 days a year to help and protect travelers and expatriates while they are away from home.

Australasian Assistance is independent of any insurer ownership, ensuring that we are able to provide a totally focused service free of any conflicts of interest.

Leveraging our global network of partners and suppliers, we have established a genuine global presence.

# We're there for you!

Australasian Assistance knows the importance of being accessible, responsive and compassionate. Our entire business is built on the powerful premise of *"We're there for you"*

# assistant

## Making your business ours

### *Your success is our success*

We believe in the importance of knowing your business.

Before putting ourselves to work for you, we will go the extra mile to gain a thorough understanding of your business. This is paramount to building the foundation to provide the highest quality and the most cost effective assistance and security solution for your business. These processes have worked successfully for more than 500 corporations and insurance companies worldwide.



*"Our goal is to build an independent assistance company with strong relationships across the globe to provide our clients with the best solutions to their travel, medical and security problems. It's that simple"*

**Janine Benson -**  
CEO, Australasian Assistance

# Our history

Australasian Assistance was established by Janine Benson, an industry veteran who is recognised around the World as a leader in designing, building, and managing 24/7 Emergency Assistance Centres servicing both leisure and corporate travelers. Throughout her long career, Janine has helped travelers caught up in major catastrophes across the World, including 9/11 in New York, the Bali Bombings, civil unrest in East Timor, and evacuations from Egypt during the Arab Spring. In addition to her hands-on experience of managing many crises, Janine has successfully managed teams of up to 80 people dealing with up to a thousand cases at a time.

Janine is supported by a dedicated and experienced team of case managers, medical officers and support staff, who all work extremely hard to solve the many problems that travelers and ex-pats encounter around the World.



## We listen to your needs

- We constantly strive to develop new ways to serve you better
- We are just a phone call or email away
- We are committed to assist you wherever you are and whatever you need
- We are passionate and fervent in our responsibilities
- Our entire team possess high integrity and dedication
- We accept personal accountability & responsibility
- We deliver what we promise
- We are attentive and caring
- We excel in our service
- Round the clock and around the world, we're there for you

**Australasian  
Assistance**

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