Using the SOS Program  
*(For international travel only)*

**Program Benefits: Medical, Security and Travel Services**

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket upon evacuation
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment (Fees will apply.)
- Inpatient medical expense guarantee, cost review and payment (Fees will apply.)
- Dispatch of medication and medical supplies (Fees will apply.)
- Travel Services
- Legal referrals
- Emergency message transmission
- Translations and interpreters (Fees will apply.)
- Lost document advice
- Ground transportation and accommodations for accompanying family members (Fees may apply.)
- Emergency personal cash advances (Fees will apply.)
- International SOS Clinics
- Security Services
- Security evacuation assistance
- Online travel security information
- Access to security crisis center
- Access to on-line Personal Travel Record

**Q:** What is the role of International SOS (SOS)?

**A:** SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with Colgate University services, procedures and policies. One phone call connects you to the SOS network of multilingual specialists for immediate help in an emergency. SOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home. Call SOS at any time to speak with a physician or security specialist about simple or critical matters.

**Q:** What do I need to do to use the program?

**A:** Carry the SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide SOS Alarm Centers. In the event of an emergency, contact an SOS Alarm Center from anywhere in the world by calling direct or collect, or when in the United States, using the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:
✓ Your name, location, age, sex, and nationality
✓ The program with which you are associated: Colgate University Study Group in XX
✓ Your SOS membership number: 11BSGC000073
✓ The telephone number from which you are calling (in case you are disconnected)
✓ Your relationship to the member (if the person calling is not you)
✓ Name, location, and telephone number of the hospital or clinic (when applicable)
✓ Name, location, and telephone number for the treating doctor, and where the doctor can be reached (when applicable)

Q: What if I have pre-trip questions about my travel destination or questions about the current status in that location?

A: In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country and Security Guides from this website:

http://www.internationalsos.com

Use your membership number, 11BSGC000073, as your member login. The SOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.

Q: Who is covered?

Travelers covered under this program include Colgate students, volunteers, alumna and employees and immediate family (spouse, dependent children, or life partner) while abroad on Colgate-related programs or business.

Q: What if my card is lost or stolen?

Log on to the SOS website (http://www.internationalsos.com) using your membership number, 11BSGC000073, and you can download a printable card from the home page. Or, send an email to Colgate’s Off-Campus Study office: OCSIP@mail.colgate.edu and they will be able to supply you with an electronic version of the card. All Colgate students and staff share the same number.

Q: Is International SOS the same as health insurance?

Although SOS will offer you travel, medical and security advice and services, as well as on-line access to information which many insurance companies do not offer, International SOS is NOT health insurance. Requests for reimbursement for medical care received while abroad should be submitted to your health insurance provider.

Q: What if I need a doctor?

A: Students on Colgate study groups should first speak to the on-site faculty director. All others, and students who are unable to reach their faculty director, should contact SOS directly. The SOS Alarm Centers are listed
on the back of your card. Call the SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language.

Q: What if I need a lawyer while overseas?

A: Call the nearest SOS Alarm Center for legal referrals. If you are in a situation where you require legal assistance, Colgate’s Off-Campus Study Office should be informed of this immediately.

Q: What if I need prescription medication?

A: If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, SOS will, when permissible by local law, send the needed medication to you. (Additional Fees for the Medication Apply)

Q: What if I am hospitalized?

A: Call the nearest SOS Alarm Center. SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery. SOS will notify Colgate University immediately if you have not already done so.

Q: Will SOS pay medical bills?

A: After a line of credit is opened in your name, SOS will guarantee and pay all costs associated with your medical care. However, you are responsible for the costs of medical care. SOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization. In situations where medical care is critical, by activating SOS you authorize medical care as necessary, and acknowledge that you will be billed for such care.

Q: Are there exclusions?

A: SOS will not cover any expense related to accident or injury occurring while you are engaged in caving, mountaineering or rock climbing necessitating the use of guides or ropes, potholing, skydiving, parachuting, bungee-jumping, ballooning, hang gliding, deep sea diving utilizing hard helmet with air attachments, martial arts, rallying, or racing of any kind other than on foot. SOS will not cover any expense incurred for emotional, mental or psychiatric illness. They will not cover expenses incurred as a result of self-inflicted injury, suicide, drug addiction or abuse, alcohol abuse, or sexually transmitted diseases. For other exclusions, please contact Risk Management or Off-Campus Study at Colgate University.

Q: What is security evacuation assistance and coordination?

A: The SOS Security Division will assist Colgate University in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

Q: How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

A: You can visit the website below:

http://www.internationalsos.com/members_home/Security/
SOS 24-Hour Alarm Centers

If calling from the US, Mexico, Central or South America:
Philadelphia, PA
24 hours: 1-215-942-8226 (call collect where available)
Within U.S.A. call: 1-800-523-6586

If calling from Europe, CIS, Africa or the Middle East:
London, England
24 hours: 44-20-8762-8008 (call collect where available)

If calling from Asia, Australia or the Pacific Rim:
Singapore
24 hours: 65-6338-7800 (call collect where available)

Additional Alarm Center and Clinic contact information can be found at the SOS website at www.internationalsos.com/world-network

Colgate University Member Number: 11BSGC0000 73

If you have any questions, please contact Colgate University’s Off-Campus Study/International Programs Office at 315-228-7216.