INTERNATIONAL SOS
(For international travel only)

Colgate University contracts with a company called International SOS (SOS) to provide worldwide assistance and evacuation services for all study abroad participants and overseas travelers. The services provided by SOS range from telephone advice and referrals to full-scale evacuation by private air ambulance.

Before and during your time abroad, we advise that all travelers review up-to-date reports on safety and security, health issues, medical care and vaccination requirements for the country where you will be studying via the SOS website: www.internationalsos.com. You can access the Colgate SOS Portal by logging on using the Colgate member number (11BSGC000073). The Colgate SOS Portal contains an on-line Personal Travel Record for inputting information on your travel during your period abroad. **We strongly encourage all travelers to complete the form so that this information is available to SOS and Colgate University should you need to be located in the event of a crisis or emergency. If your travel plans change, remember to update the information on the Travel Record.**

It is important to understand that although SOS will offer our students and the Colgate community travel, medical and security advice and services, as well as on-line access to information which many insurance companies do not offer, **SOS is NOT health insurance.** Colgate continues to require all students attending our programs to maintain health insurance coverage and to make certain that their policies cover them while abroad. Request for reimbursement for medical care received while abroad should be submitted to the student’s health insurance provider.

In order to utilize any of the medical, security or travel services listed on the following pages, contact an SOS Alarm Center from anywhere in the world by calling direct or collect, or by calling the toll-free number. While we have designated the Philadelphia center (215-942-8226) in the United States as your primary contact, any of the SOS Alarm Centers can assist you immediately in an emergency and will notify Colgate of your situation. Please be aware that any event occurring when a student is within the territory of his/her home country is not covered.

Important instructions for utilizing these services are explained in the FAQ section below. The wallet card, which contains the Colgate University group membership number and the Alarm Center phone numbers, should be carried by students and other travelers at all times when they are abroad. Students on Colgate study groups or extended studies will receive their card in advance of travel, either from Off-Campus Study or their faculty director. All other travelers can request a card from Off-Campus Study, or download a printable version of the card by logging on to the Colgate SOS Portal.

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