



Beyond The Policy...

A Moment That Mattered

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Director, Account Management



Austrian Misadventure

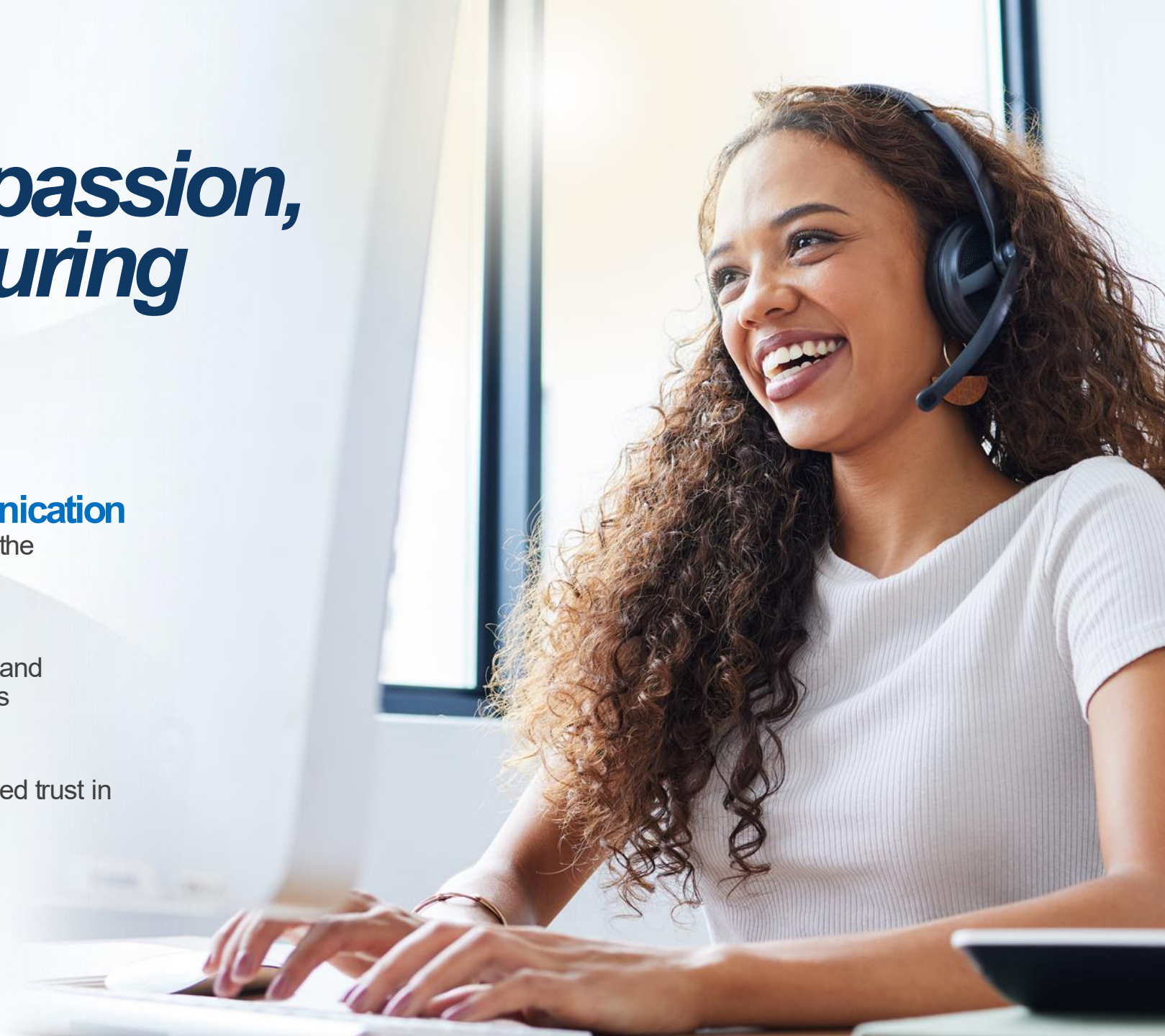
- ✓ **Urgent ICU Coordination**
Ensured rapid admission and oversight after severe head trauma
- ✓ **Constant Human Support**
Case coordinators maintained close contact, providing ongoing reassurance and communication with parents
- ✓ **Family-Centered Solutions**
We arranged travel, accommodations, meals, and benefits so one parent could return home with the sibling, easing emotional and logistical strain
- ✓ **Safe, Supported Repatriation**
After ICU discharge, we ensured a medically supported return to Canada with contingency care every step of the way





Clarity, Compassion, and a Reassuring Voice

- ✓ **Clear, Consistent Communication**
Regular email updates aligned with the customer's preferred method
- ✓ **Personalized Support**
Questions addressed with patience and transparency throughout the process
- ✓ **Restored Confidence**
Positive customer feedback reinforced trust in your brand and ours



When a Vacation Became a Crisis, We Were There

- ✓ **Immediate Emergency Response**
Activated in-country assistance and coordinated with Cuban hospital within hours of the accident
- ✓ **Critical Care Coordination**
Secured ICU and MICU beds at Jackson Memorial Hospital for all injured family members in under 2 hours
- ✓ **Transparent, Compassionate Communication**
Medical director engaged directly with the family to explain risks and support informed decisions
- ✓ **Seamless Evacuation & Repatriation**
Managed complex, multi-stage air ambulance transfers and ongoing care until all family members were safely returned home





A Helping Hand, Just When it was Needed the Most

- ✓ Empathy
- ✓ Initiative
- ✓ Simplicity
- ✓ Trust



Lifesaving Intervention

- ✓ Visitor to Canada – Condition worsening
- ✓ Medical Diagnostic Intervention
- ✓ Case Coordination
- ✓ Evacuation for Surgical Intervention Back Home

