International travel is an important part of UNSW activities. To assist staff and students to manage the risks associated with travel UNSW has engaged International SOS, a medical and travel risk management company to provide expert advice and assistance before travel, whilst travellers are abroad, or in an emergency.

**Benefits of membership**

UNSW has worldwide access to 24/7 expert advice and assistance from International SOS (ISOS) for medical, security and other risks associated with overseas travel. ISOS will provide emergency assistance if things go wrong while staff and students are travelling.

**MyTrips**

MyTrips allows travellers to record their trip with International SOS so travellers can receive travel alerts before and during their travel. It also allows UNSW to contact travellers if there is an incident or emergency while they are travelling.

All international travel booked through the Preferred Travel Agents or the UNSW Travel Management system (Serko) will automatically be loaded into the ISOS MyTrips system including mobile phone and email contact details. Travel booked independently must be manually entered directly into MyTrips.

This service will be activated on the 31st of March 2014 and staff will start to receive pre-trip advisories whether their travel is recorded in MyTrips manually or loaded automatically.

**Further Information**

Information about the service is available from the Risk Advisory & Internal Audit web site at: [https://www.raia.unsw.edu.au/insurance/index.html](https://www.raia.unsw.edu.au/insurance/index.html) and click on the Travel Services button, or by calling UNSW Risk and Insurance on 9385 1107

**Insurance Policies - Information & Making a Claim**

We have a wide range of Insurance Policies to help protect the people and assets of UNSW. We can help you understand the conditions of coverage, how to make a claim, as well as obtain confirmation of insurance coverage for your particular situation.

**Do You Need Insurance Policy Information or to Make a Claim?**

A number of on campus information sessions are being arranged with representatives from International SOS. Details of those sessions will be emailed to you once dates and locations are confirmed.