



ace europe

ACE European Group Limited
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International Financial Services Centre
Dublin 1
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businessclass assistance Injury Helpline

Policyholder: Irish Underwater Search & Rescue Organisation Policy Number: IE BBB00996

Period of Insurance: From 06/05/08 to 05/05/09

Your *businessclass* assistance Injury policy provides you with a number of helpline services. Details of these are given below. To access the services call the following number:

+353 (1) 440 1761

(from outside Republic of Ireland)

01 440 1761

(from inside Republic of Ireland)

The services are available 24 hours a day, every day of the year. Access to the services is available for as long as the company's injury insurance is placed with ACE European Group Limited.

You should keep the telephone numbers easily to hand whenever you travel to ensure easy access to the information, advice and assistance services when they are needed most.

Procedures

- Before calling the businessclass Assistance help-line please have the following information to hand:
- i) your name; ii) your Company name; iii) the name of your Parent Company (if applicable) and iv) the Policy Number and period of insurance as shown above.

Welfare Assistance

Counselling

- a. Identifying and managing stress and stressful situations.
- b. Crisis counselling.
- c. Debt counselling.
- d. Addiction counselling.
- e. Advice on the practical and emotional aspects of living with a long term injury or disability.
- f. Following death, support and help for the bereaved family and colleagues to cope with the trauma of their loss.
- g. Support in dealing with the psychological impact of not being able to continue in employment due to injury and advice about finding more suitable employment.
- h. Providing information and details of organisations that provide face-to-face counselling.

Legal Advice

- a. Advice where injury has been caused by the negligence of a third party.
- b. Advice on employment issues including redundancy, bullying, harassment, unfair discrimination and retirement.

Medical Advice

- a. Providing details of additional sources of information and societies who specialise in dealing with particular disabilities Information on facilities available through Social Services.
- b. General medical advice which can reasonably be given over the telephone.
- c. How to obtain a second opinion.

Bereavement Advice

- a. Information on locating Wills, obtaining Grant of Probate or Letters of Administration or the need to consult a solicitor.
- b. Advice on how to register Death, the duties of the Coroner and information on the documents required by the Registrar.
- c. Referral to a Funeral Director and advice on the practical details.

Code: ACEii ROI Inj assist details 310307