

Medical Assistance while on Business Travel or on Assignment Abroad for Novartis

Dear Novartis Associate

Novartis' commitment to associates safety at work is strengthened by its partnership with International SOS, the world's largest **medical assistance** company and leader in medical risk management. This partnership has been operating many years now to meet the increasing needs of Novartis' associates who travel or are on assignment abroad by offering comprehensive medical assistance. An exclusive members web site (www.internationalsos.com, login respectively Novartis- membership No.: 22ACMA000032) is available for all Novartis associates offering online information regarding medical alerts and country guides detailing vaccinations, telephone helplines, visas, health issues, cultural tips etc. International SOS is available through Assistance centres as follows:

International SOS Singapore (24/7):	+65 6338 78 00
International SOS Philadelphia (24/7):	+1 215 942 82 26
International SOS Geneva (24/7):	+41 22 785 64 64

It does not matter what Assistance Centre you are calling, you will be served the same way.



Novartis associates with Smartphones may download the International SOS Assistance App for Blackberry, Android and iPhone at <http://app.internationalsos.com> or by typing International SOS in the App store. After downloading the app it needs to be activated by entering the Novartis Membership number 22ACMA000032. Once activated you benefit from a one click call option to the next international SOS Assistance Centre and useful country information.

A sampling of the services provided by International SOS includes:

Services of International SOS include (International SOS links directly to the Novartis Business Travel Insurance Provider if needed)

- ▶ Referral to medical correspondents and facilities abroad in the region of the associates stay, including hospital guarantee of payment
- ▶ Medical consultation to the associate who is abroad and needs medical advice during his travel
- ▶ Miscellaneous non-medical assistance if the associate, while abroad, should require the services of a lawyer, interpreter, technician, etc.
- ▶ Urgent message transmission to family/employer in the event of an emergency situation
- ▶ Travel information service: administrative or medical information such as passport, visa, vaccination, tax, customs duties, currencies and other various requirements
- ▶ Access to International SOS member website with online information regarding medical alerts and country guides. Go to: www.internationalsos.com and log in with Novartis Membership No: 22ACMA000032

Please Note: International SOS does not replace your health insurance!