



New York University
A private university in the public service

Office of Global Programs

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Dear Study Abroad Student and Families,

As we hope to have demonstrated through prior communication with you and your family, your health and safety are New York University's top priority while you study abroad with us. We recognize that you may have concerns about travel, security, and health. While the primary purpose of your time abroad is academic—you are going abroad to study—we also know that many students plan independent travel that is not sponsored by NYU. Depending on where you decide to travel, it may be challenging for you to contact one of our staff members if something unexpected occurs. For this reason, New York University has a contract with a company called International SOS for travel assistance and evacuation services. This service appears on your bill as "*Global Travel Assistance*."

International SOS gives peace of mind to travelers and expatriates all over the world—it is our hope that their network of services for immediate help in any emergency will help you feel even more confident about your choice to study overseas. Their services range from telephone advice about a lost travel document to full-scale evacuation by private air ambulance. The ISOS network of multilingual critical care and aero-medical specialists operates 24 hours a day, 365 days a year from ISOS Alarm Centers around the world. Your ISOS membership card, provided by the University in this packet, is additional protection for unexpected difficulties that can arise when you are away from home. Their services are designed to supplement the policies, procedures, and staff support that the University already has in place at all of our sites as well as your personal international health insurance.

While you are abroad, you should always attempt to contact the NYU staff when in need, which you will learn more about in your on-site orientation. However, if you are traveling and/or you find yourself in a situation where you are not able to reach our staff, you should contact ISOS. They will begin to meet your needs and communicate with our on-call staff to coordinate services with NYU. Please be aware that some of the services provided by ISOS, as outlined below, have additional charges. We have marked them so that you are aware of the added costs. If you request a service that has an additional charge, you authorize NYU to bill your student account for those added expenses. Please know that such charges may not appear on your account until after you have returned from your time abroad.

While the services listed below are comprehensive, International SOS is not international health insurance. New York University works with International SOS to offer our students the highest possible level of travel, medical, and security advice and services, as well as online access to information that many insurance companies do not offer. However, New York University requires all students attending our programs to have international health insurance coverage. Coverage information (policy data/numbers) of health insurance that covers students while abroad must be on file with our office.

In addition, all students attending our programs are required to have the International SOS plan with New York University. While we recognize that some students may have similar coverage through other providers, one key aspect of having a single, global policy is that we can ensure a quick and consistent response to emergencies. Under a less centralized system, we would have to call different companies and work with different policies and protocols—an undesirable situation in a crisis.

We also want to highlight a topic that we will discuss at your on-site orientation. While you are abroad, local law and judicial systems will apply to your actions. These systems can be quite different and may not provide the same rights and protections as in the U.S. Though we do not anticipate that you will have legal difficulties during your time abroad, you should know that there is little that the University or U.S. State Department can do on your behalf if something occurs, the costs can be high, and the process can be trying.

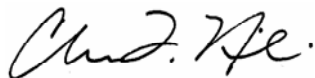
We want to reiterate how excited we are that you have chosen to study abroad with NYU; our staff all over the world looks forward to welcoming you to your new home. We also want to congratulate you on your decision to study abroad. By choosing to spend a semester overseas, you demonstrate the importance of engaging with different cultures and ways of thought—one of the primary benefits of studying and living abroad. We are eager to introduce you to a new city and culture, and are confident that you will have a wonderful experience.

Some Reminders:

- All required forms should be submitted to the Office of Global Programs.
- The Blackboard shell for each site will be activated and students will have access to a wealth of information within their shell via NYUHome. We remind you that some items will not be ready until a few days before departure, as we await information from students to set pick-up times, etc. Students should check Blackboard regularly until they depart.
- You can also continue to access our main website (www.nyu.edu/studyabroad) for information.
- You may use the attached ISOS letter and card for the proof of insurance as part of the visa processing requirement. Again, please note, that this policy does not replace any health insurance policy that you presently have.
- Please do not hesitate to contact the sites or the New York City office with questions or concerns via email or phone. We are happy to help you with anything you need!

Attached, you will find more information concerning the International SOS program. If you have any questions about International SOS—or anything else as you prepare for departure—please call our office at 212-998-4433.

Sincerely,



Christopher L. Nicolussi, Director
Office of Global Programs, Student Services

Additional Information about International SOS

Using the ISOS Program

Medical, Security and Travel Services

In order to utilize any of the medical, security or travel services listed under “Program Benefits,” contact an ISOS Alarm Center from anywhere in the world by calling directly, calling collect, or by calling the toll-free number. While we have designated the Philadelphia center in the United States as our primary contact, any of the ISOS alarm centers will assist you.

To ensure a prompt response when calling, you should be prepared to provide the following:

- ✓ Your name, location, age, sex, and nationality
- ✓ The division of NYU with which you are associated (NYU Study Abroad, NYU in _____)
- ✓ Your International SOS membership number (provided to you in this packet)
- ✓ The telephone number from which you are calling (in case you are disconnected)
- ✓ Your relationship to the member (if someone else calls for 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)

Program Benefits

Medical Services (*For evacuation and travel, fees may apply.*)

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional post-medical evacuation travel and accommodation arrangements (*Fees may apply.*)
- 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 and case management
- Claims assistance (*Fees may apply.*)
- 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 will apply.*)
- Emergency personal cash advances (*Fees will apply.*)
- Access to International SOS clinics
- Security services and access to security crisis center
- Security evacuation assistance
- Online travel security information

Frequently Asked Questions

- What is the role of International SOS?

International SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day that are designed to supplement and integrate with NYU's services, procedures and policies. You should always attempt to reach the NYU on-site emergency contacts first.

- How can International SOS help?

International SOS provides you and your parents with peace of mind. One phone call connects you to the International SOS network of multilingual specialists for immediate assistance in an emergency. International SOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

- How does it work?

Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide International SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card.

- What do I need to do to use the program?

In order to utilize any of the medical or travel services listed under our contract, contact any ISOS Alarm Center from anywhere in the world by calling direct, calling collect, or calling the toll-free number and providing the information previously listed.

- What if I have pre-trip questions about my travel destination or questions about the current status in that location?

In addition to providing emergency assistance, the Alarm Center can answer any pre-trip questions you may have. You can also access the Country and Security Guides from this website www.internationalsos.com/members_home/login/login.cfm

Use your membership number as your member login. In addition to the information covered at the pre-departure sessions and on-site orientation conducted by NYU, the ISOS 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.

- Do I need to activate my membership?

No, your membership is already active. Simply carry the card at all times while traveling. Whenever you need service, contact one of the emergency phone numbers listed on the back of the card. You do not need to report specific trip dates to International SOS each time you travel. However, you can create a personal on-line account with ISOS into which you can save medical, family and emergency information. In addition to advising NYU staff of your non-NYU travel, you can also put this information into your account, which would be accessible by NYU and ISOS staff in case of an emergency. Unless you input your information into an account it will not be available for staff. Medical and personal information can only be accessed by an ISOS doctor.

- What are Email Alerts?

You have the option to sign up for Email Alerts. You can choose to sign up for medical and/or security alerts by logging on and enrolling. Medical alerts are issued when there is an unusual health risk that, in the opinion of the ISOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when ISOS Security professionals have identified a security risk in a specific country.

- What if I need a doctor?

You should first contact the NYU on-site emergency support network for your location. If you are traveling or in a situation where you cannot get in touch with the NYU staff, you should then contact ISOS. The International SOS Alarm Centers are listed on the back of your card. Call the International SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language.

- What if I need a lawyer while overseas?

Call the nearest International SOS Alarm Center for legal referrals. If you are in a situation where you require legal assistance, on-site NYU staff should be informed of this immediately.

- What if I need prescription medication?

If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen, or depleted medication, International SOS will, when permissible by local law, send the needed medication to you. As we discussed in our pre-departure materials, please realize that in MOST situations it is illegal to ship prescription medication internationally, and can be very costly when it is legal. You should bring a supply of all medications with you that is sufficient for your entire time abroad.

- What if I am hospitalized?

In most cases, NYU staff should be able to assist you via their on-call emergency staff. However, if you are in a situation or location where you cannot reach NYU staff, call the nearest

International SOS Alarm Center. International 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. They will notify NYU staff immediately if you have not already done so.

- What if local medical facilities are not adequate for my specific requirements?

If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from NYU to evacuate you to a medical facility capable of providing the required care (note: this may not be in the United States). A physician supervises evacuations, and when necessary, a medical specialist or nurse will accompany you during the evacuation. An air ambulance will be used when required.

- What happens when I am released from the hospital and still need help?

When your condition is stabilized and International SOS has determined that it is medically advisable to bring you home or to a facility near your permanent residence, International SOS will again obtain approval from NYU and arrange for repatriation under medical supervision.

- Will International SOS pay my medical bills?

After approval from NYU, International SOS will guarantee and pay all costs associated with your medical care, then invoice NYU for reimbursement. **You will be billed by NYU for any and all charges that ISOS invoices to NYU.** International SOS will also monitor and evaluate your medical condition and ongoing medical expenses during your hospitalization. In situations where medical care is critical, by activating ISOS you authorize medical care as necessary, and acknowledge that you will be billed by NYU for such care.

- What should I do in the event of a security emergency?

Call an alarm center listed on the back of your membership card, and a security specialist will assist you.

- What is security evacuation assistance and coordination?

The ISOS Security Division will assist NYU 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 that personal safety and security can no longer be assured.

- How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

You can visit the website, www.internationalsos.com/members_home/Security/

Once again, if you have any questions, please do not hesitate to contact us at 212-998-4433.

Thank you.