



AFRO ASIAN
Assistance



www.afroasianassistance.com



History

Afro Asian Assistance is a fully- owned subsidiary of Trust Re (www.trustre.com), one of the leading reinsurance companies in the Middle East. Afro Asian Assistance offers various products ranging from Roadside Assistance, Travel Assistance, Home Assistance, Medical Evacuation/Repatriation as well as 24/7 Call Centre Services.



Network

Afro Asian Assistance's services cover the globe through a direct network of providers in the GCC countries, Jordan, Lebanon, Syria and Yemen. The rest of the world is covered through an international network of providers that comprises more than 11 international Travel Assistance companies.

Afro Asian Assistance's network of worldwide providers and experienced call centre agents enable it to mobilize personalized assistance to you quickly, anytime and anywhere in the world. Operations are 24 hours a day, 365 days a year.

Our Products & Services

Travel and Medical Assistance

Travel and medical assistance is provided by Afro Asian Assistance professional and expert call centre staff through effective direct billing arrangements at all medical facilities, in all GCC countries.

- Emergency Medical Assistance
- Trip Cancellation and Delay
- Luggage Assistance
- Personal Assistance
- Personal Liability



Roadside Assistance & Car Replacement

Roadside Assistance (RSA) is a professional service offering that assures timely help by qualified automobile mechanics, reaching out to motorists in case of a vehicle breakdown on the road, anywhere. It accords an unparalleled peace of mind and ensures motorists do not have to struggle to find help or be stranded.



- Vehicle Towing
- Lock Out
- Dead Battery
- Out of Fuel
- Flat Tire
- Car Replacement

Car Replacement / Taxi Services

This service will help the client to continue with his daily activities while his car is undergoing a repair, also making the trip to the airport much easier with the drop off.

Home Assistance

Cover for a range of home emergencies, breakdowns and incidents around the home. HomeServe approved engineers will be available to help fix your problems when things go wrong. So you can relax knowing assistance is just a phone call away.

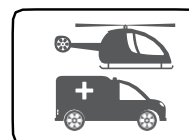
- Emergency Repair (Plumbing, Electrical, Locksmith, Glazing)

Call Centre Services

We provide support to all kinds of businesses as a full 24 hours call center.

- CRM
- 24 Hours Support
- Claims Handling
- Complaints Handling
- Sales
- Other services as required

Emergency Evacuation Services



Due to its contractual relationships with all major air ambulances companies in the MENA region, Afro Asian Assistance offers effective evacuation services to its clients. Evacuation services cover transporting the client to the nearest hospital or medical facility in case the country to which he/she is travelling lacks proper medical facilities.

- Evacuation and Repatriation
- Companion Ticket
- Repatriation of Mortal Remains
- Compassionate Visit
- Security Evacuation
- Political Evacuation
- Dispatch of Medication and Medical Supplies

Why Afro Asian Assistance?

Excellent Customer Service



24/7
Call Centre
Services

- Effective in-house training delivered to staff
- Customer oriented approach and culture
- A vast wealth of experience
- Flexible shift work, covered 24/7

State of the Art Technology

- The best call center technology in the market
- Computer Telephone Integration (CTI) which enables Multichannel communications (e.g. Call, Web, Chat)
- Caller recognition to route the call to the agent dealing with the file
- Voice recording for quality control
- Remote access which can be scaled to the need of the operation
- Integration with Google maps

Innovation

- Exploring ways to save client's time and money through continuous monitoring of the services process and identifying the right resources
- Offering in-house account managers for as long as required to monitor our services and feedback to management on performance and satisfaction levels

Network of Providers

- Diverse and professional network of providers
- On-time and competitive payment to providers
- Continuous provision of training and feedback

Main Contacts

General Enquiries:

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Sales & Business Support:

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Website

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24X7
CUSTOMER
SUPPORT

365
DAYS
A YEAR