



A Charles Taylor Company

Aviva works in a dedicated partnership with **CEGA Assistance** Specialist medical and travel assistance provider

Contact us in an emergency – +44 (0) 1243 621 066

With a network of 70,000 providers and overseas partners, CEGA can ensure that ‘on the ground’ services are available anywhere in the world, never compromising on delivery. Aviva handles 100,000.00 claims per year and CEGA manage 50,000 assistance cases, , with round the clock management.

Aviva Employee Care directs to a dedicated corporate team of specialists, with experience handling complicated medical cases in even the remotest of locations around the world so you can rest assured in the knowledge that you’re always in the most capable of hands. We have access to 32 languages in the office, as well as access to all other languages 24 hours a day via trusted linguistic partners.

1,700 repatriations arranged yearly

Our road, air, sea and rail transfers come hand-in-hand with specialist care from certified and experienced doctors and nurses where necessary. If fit to travel on commercial transport, we can arrange a dedicated medical escort if necessary.

A dedicated team is on hand 24 hours a day, 7 days a week, offering the best medical assistance, to get patients back safely to their home country.

What makes us different?

- With over 40 years’ experience, we are experts in implementing the most appropriate evacuation or repatriation transfers, by road, air, sea and rail.
- CEGA Group has gained Commercial Aviation Medical Escort Accreditation from EURAMI as a standalone accolade. This accreditation recognises CEGA’s global expertise in end-to-end patient transfers.
- We have highly qualified and skilled teams of doctors and nurses, all trained in aero-medical care, which provide constant support throughout patient repatriations. And medical case management.
- Our 24/7 in-house travel department has access to leading airlines and hotels, and can re-validate original travel tickets / make the necessary arrangements

We’re here to help you

- Directional care to a suitable medical facility
- We can conference a doctor on to the call to give on-the-spot advice*
- Guarantee /make payment on your behalf for medical expenses
- If you miss your flight in a medical emergency, we can arrange a new one for you or rearrange your booking
- Arrange extended accommodation for you, if you can’t travel as planned
- Arrange road transfers worldwide
- Medically manage your claim end to end, making the necessary arrangements to get you from point A to B
- Our claims department are ready to assess your claim and reimburse you for any costs incurred.

*In certain scenarios, it will be more appropriate to be examined by a doctor in person

For further information, please consult the policy wording.

For further information contact:

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Risk Management



Repatriation



Medical Assistance



Claims Management



Security