

**NOVA**

**ASSISTANCE**

# About us



**Nova Assistance** – is an international company that provides medical assistance services for tourists abroad.

Our company has been actively operating in the market since 2010. Over the years, we have built a team of professionals comprising not only our dedicated employees but also our valued partners including hospitals, doctors, insurance companies, and tour operators worldwide.

By analyzing and addressing the needs of our clients and partners, we have successfully expanded our network of medical service providers to offer comprehensive medical care in any country across the globe.

# Our services

 Medical assistance

 Medical evacuation

 Repatriation

 Cost control



# Medical assistance

The organization of medical assistance is carried out strictly in accordance with the terms of the insurance policy in accordance with the limits specified in the insurance programs.

Depending on the symptoms and location of the insured person, we organize:



Therapist visit at home/hotel



Visit to the clinic for an outpatient examination



Hospitalization in a qualified medical facility



**Assisting our clients is carried out promptly and at the highest level due to:**



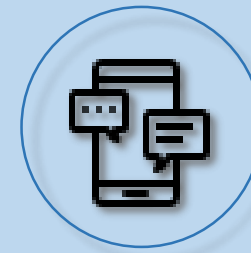
### **24/7 Call Center**

Our operators are always ready to assist tourists. They are available on the lines around the clock. We regularly conduct line checks, record phone conversations, and continuously improve the quality of telephony.



### **Hotlines**

Specially designated numbers for different countries allow tourists to contact us from anywhere in the world using a local number, without additional roaming charges.



### **Messengers**

The ability to contact us via text mode, using messengers.

# We keep pace with the development of technologies and have developed an application - Nova Help.

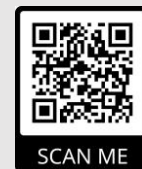


The convenient interface and features of the application simplify interaction with the call center.

The application allows you to promptly provide full information about your:

- Insurance event
- Location
- Ability to send media files

Also, a chat is provided for communication with call center operators.



# Medical evacuation



## **Emergency Medical Services**

Ground medical transportation of patients, using specially equipped ambulances, from the holiday destination to the country of permanent residence.



## **Aero Medical Evacuation**

Conducted by commercial aircraft equipped with necessary medical equipment onboard: stretchers, immobilization devices, oxygen, etc.



## **Air Ambulance**

Transportation of critically ill patients by air, using fully equipped aircraft with experienced medical personnel onboard.

# Repatriation




In the event of the insured person's death during the term of the insurance policy we handle the repatriation procedure of the body from the place of temporary residence to the country of permanent residence, according to the terms and limits of the insurance policy.

This service is possible through ground or air transportation.


Among our partners are funeral agencies specializing in transporting deceased individuals back to their homeland.

# The process of registering a request and assisting a tourist





Providing a complete package of documents related to the case to the insurance company for expense approval.



Compiling and providing the insurance company with a report for the period.



For the convenience and transparency of data, we provide insurance companies with access to our information system.



# Cost control



**Cost control** - is an important part of Nova Assistance's work.

We understand that every insurance company wants to protect itself from unreasonably high prices for medical services and deception from clinics, from poor service.

What can we offer as a solution to this problem?



Individual package prices for the most popular tourist destinations.  
**Turkey, Egypt, UAE, and Thailand.**



A dual cost-control system based on medical and financial indicators allows us to minimize service costs as much as possible.

# Hotline numbers



@NovaAssistance\_bot

**Turkey** +90 242 98 80 231  
**Turkey** +90 242 606 02  
52  
**Turkey** +90 242 988 02  
35

**Egypt** +20 693 666 856  
**Egypt** +20 693 666 857



**Poland** +48 221 531 006  
**Greece** +30 211 198 39  
73  
**Bulgaria** +359 569 180 04

**Ukraine** +380 443 745 026  
**Romania** +40 312 294  
628  
**Thailand** +66 600 035 168

**Rest of the world**  
+373 22 994 955



**Republic of Moldova**  
(head office)



**Ukraine**



**Turkey**



**Egypt**



**Romania**

# Nova Assistance

Wait time in queue - up to 1 minute

**Quick response to new inquiries**

**More than 200 active providers**

Organization of qualified medical assistance worldwide

Registration of the case - from 3 to 5 minutes

**Fast request processing**

**Application - Nova Help**



**Close-knit team**

Location of 5 offices worldwide

**Communication in different languages**

Main:



Additional:




We will be happy to cooperate with you!



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