

# How Do I Use My Global Rescue Membership?

Your membership provides services for medical advisory, traveler assistance, destination reports, event alerts, emergency field rescue from the point of illness or injury and medical evacuation transport home and (for applicable memberships) virtual healthcare access and security services.

**As a member, we want you to contact us whether it's a major emergency or something minor.**

- + Did you sustain a major injury or get really sick? Head injury? Acute Mountain Sickness? Malaria? Heat exhaustion? Heart attack?
- + Do you have a twisted ankle or is it a fracture? Is your severely upset stomach due to food poisoning? Is that strange bug bite getting worse?
- + Did you run out of a prescription, lose your passport, or hear a flash flood warning? Maybe there's a local language barrier you need to overcome.

**Contact Global Rescue** at +1 (617) 459-4200 or [ops@globalrescue.com](mailto:ops@globalrescue.com)

## SELF-SERVICE MEMBER BENEFITS

**My Global Rescue Mobile App** - Access Global Rescue services directly from your smartphone. Browse destination reports and alerts, activate emergency assistance, real-time virtual health visits and keep track of the people you care about with GPS tracking and messaging. Download the My Global Rescue App for [Apple devices here](#) and [Android devices here](#).

## REMEMBER

**For Global Rescue member benefits to apply, Global Rescue must provide emergency rescue or transportation response services.**

Global Rescue will not pay for a self-arranged rescue, and if emergency or rescue services are arranged by anyone other than Global Rescue it is considered the same as a self-arranged rescue. Global Rescue is a service provider, not an insurance company, and we are legally not allowed to reimburse members for the costs of rescue or any transportation services.

## IMPORTANT

If you experience a life-threatening emergency and are within the range of emergency service — like 911 in North America, 112 in the EU or 999 in the U.K. — contact them immediately. If you experience an emergency, after you are safe and stabilized and need to communicate with Global Rescue you must contact Global Rescue directly by phone at +1 (617) 459-4200 or by sending an e-mail to [ops@globalrescue.com](mailto:ops@globalrescue.com)

## CONTACTING GLOBAL RESCUE THROUGH A SATELLITE DEVICE

You should review the instructions regarding your device's SOS features and procedures. Understand who receives the SOS message signal when it is sent and what services the SOS monitoring service provides. Contacting Global Rescue directly at +1 (617) 459-4200 or through a messaging device at [ops@globalrescue.com](mailto:ops@globalrescue.com) is the most straightforward way of obtaining service.