

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna®

Aetna International brings you ActionResponse by red24

Register now for 24/7 peace of mind

Our partnership with crisis management experts **red24** provides you and your family with 24/7 access to personal safety resources and support

Here are the benefits:



24/7/365 access to personalised and expert safety advice



Reliable information on more than 285 countries and more than 160 cities



Travel safety briefs tailored to your trip



On-the-ground support for situations affecting your personal safety and loss of belongings

Register today to get complete access



Visit www.red24.com/aetna and enter your Aetna policy number followed by the password 'aetna' to get started.

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Management Assistance

+44 (0)203 291 2424
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AdviceLine

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Contact Us



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red24 AdviceLine in action

Stay safe

Moving to a new city can be stressful. A member relocating to a new country wanted advice on dangerous areas to avoid. **red24 was able to give the member a personalised city security briefing.**

Get to know a new culture

A member was moving to the Middle East and wanted advice on cultural considerations. **Within 24 hours, red24 provided him with a list of “do’s and don’t’s” specific to his location.** This included advice on what to wear to meetings, how to greet associates, and dining out.

Avoid major natural disasters

A member relocating to South East Asia wanted advice on the severe weather conditions she may encounter when living in the Philippines. **red24 provided her with advice on dealing with the threat from typhoons and heavy rain, and when in the year they were likely to occur.**

Get help in a life-threatening situation

A member’s son had been violently attacked while traveling to Argentina. **red24 responded by deploying a specialist, who was with the son within four hours of the initial phone call.** All costs associated with evacuating him to a safer place were paid for by red24.

AdviceLine

24/7 Crisis Management Assistance

- 24/7 safety advice and phone support
- Country and territory safety e-mail and text alerts
- Tailored travel safety briefings
- High risk emergency evacuation
- Family membership

To view the terms and conditions of the AdviceLine service, please go to www.red24.com/aetna/adviceline.pdf

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Whenever coverage provided by any insurance policy is in violation of any U.S., U.N or EU economic or trade sanctions, such coverage shall be null and void. For example, Aetna companies cannot pay for health care services provided in a country under sanction by the United States unless permitted under a written Office of Foreign Asset Control (OFAC) license. Learn more on the US Treasury’s website at: www.treasury.gov/resource-center/sanctions.

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