





COMPANY PROFILE



ABOUT THE COMPANY

IAN is a project born out of a pressing market demand of International Assistance services and products combining an A rated reinsurer and an agile Assistance Platform servicing individual and corporate worldwide. Fueled by the unequivocal expertise and access to Dutch based Eurocross International networks, clients can now receive a full spectrum of high-quality international assistance care and innovative products and solutions backed by A rated reinsurers.

OUR MISSION & GOALS

We strive to become the world's trusted travel companion by offering the best protection, and care with the utmost convenience.



01 INNOVATE IN ASSISTANCE SERVICE PROVISION

IAN's in-house and acquired digital capabilities enabled us to build our proprietary platform aimed at reaching efficiently our clients around the world and offer innovative customizable product.



DELIVER TAILORED SOLUTIONS WITH PREMIUM QUALITY

Work with clients on tailoring our services to their specific needs and ensure high-quality servicing, transparency and access to data.



A GLOBAL NETWORK WITH LOCAL ADAPTABILITY

IAN powers on an international best in class network, while adapting its products, client servicing and relationships locally.





OUR SERVICES



ASSISTANCE SERVICES

IAN relies on Eurocross' wide network of health care and assistance providers to deliver the highest level of service quality and to respond to travelers' needs in a timely and efficient manner. Our network of service and care providers includes:

Highly qualified multilingual doctors and paramedical personnel available 24/7.

More than 40,000 service providers including leading hospitals and medical laboratories.



TRAVEL INSURANCE

IAN provides solutions for worldwide travel insurance products and offers benefits that can be tailored on-demand.

Built-in : Rider on the medical portfolio.
Standalone: Classical travel products sold.



CRISIS MANAGEMENT

IAN implements crisis management plans in coordination with medical and security authorities, in cases of natural disasters and/or military conflicts, covering:

Local emergency medical support and evacuation plans according to pre-established contingency programs.

Coordination with embassies and consulates to secure the evacuation of foreign nationals.

OUR VALUE PROPOSITION

A full-fledged Assistance Platform, connected to a Worldwide Network backed by a tailor made CRM solution and a next generation IP technology to meet our customers' individual demands.







INTERNATIONAL SUPPORT

All of our operators have extensive training and are fluent in at least three languages: English, Arabic, and French. Additional languages such as Spanish, German, Armenian and Russian are available upon request.



TRANSPARENCY AND REAL TIME ACCESS TO DATA AND REPORTING

Data collected can be regularly delivered in statistical format, ensuring maximum transparency and offering valuable information in order to better understand clients' needs, and develop strategies for increased efficiency and customer satisfaction.



PEER TO PEER CLAIMS PORTAL

Provide a real time access to customers to check claim status, progress.



WHITE LABEL SOLUTIONS

Our platforms are white labelled allowing customers to add their corporate identity onto IAN's portal making it their own. We also offer dedicated lines and personalized client scripts.



INTEGRATION & SECURITY

We offer high level security integration with third-party platform through QR codes, encryption, and database redundancy for increased efficiency, quality and transparency.

OUR SERVICES





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