

# Peace of mind – complex logistical medical and security assistance

CEGA Group is a specialist global provider of technical medical and security assistance and travel claims management services to organisations and insurers. Here, the company's commercial director, Jody Baker, answers a few questions about the services that it provides.



**Jody Baker**  
**Commercial Director**  
**CEGA Group**  
T +44 (0) 7702123 553  
E jody.baker@cegagroup.com

## **What does CEGA offer its clients?**

We provide seamless solutions for insurers to support policyholders and organisations before, during and after deployments overseas. Our end-to-end, integrated services combine pre-travel consultancy, contingency planning and medical screening with proactive risk management, global medical and security assistance, and claims handling.

Our capabilities cover the world, and we offer our clients – many of whom operate in the marine and energy sectors – extensive experience of operating effectively in remote and hostile regions.

Recent cases include overcoming significant obstacles in transferring a critical patient to hospital from hundreds of miles offshore in the Gulf of Aden and providing cutting-edge remote medical assistance to an isolated crew member with severe breathing difficulties. Behind operations like these lie more than 400 in-house multilingual medical, security, travel

and case management teams, including doctors and nurses, supported by a global network of more than 70,000 hospitals, agents and partner organisations.

## **How can this help members of The Standard Club?**

As regular users of medical assistance and associated claims services, The Standard Club's members can benefit from direct access to CEGA's bespoke service, seamlessly delivered to meet the exacting standards they expect, 24-hours a day, 7 days a week.

## **What is CEGA's history?**

For over four decades, CEGA has been the trusted emergency medical assistance service behind some of the UK's biggest insurers, corporate bodies and public sector organisations.

The company started as a family business in 1973, operating first as an air taxi service, then as a dedicated air ambulance provider. It soon evolved to become a

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leading international travel claims management and global assistance group, and the UK's largest independent assistance provider.

Today, with a state-of-the-art operations centre in Chichester and bases in Bournemouth and London, we combine the personal service of a once family-owned business with the global reach and know-how of an international organisation.

We now support more than 5 million customers and receive more than 1,500 calls every day from individuals in need, the world over.

**How has the industry changed and how has CEGA evolved to meet the needs?**

In the far-flung and remote global destinations in which employees and individuals increasingly find themselves, a minor health problem can quickly turn into a major

emergency. This means ensuring that we can anticipate our customers' needs and have the breadth of expertise, the global networks and the very latest technology to facilitate the best medical care and claims provision, irrespective of a patient's location or condition.

**What is the most important differentiator for CEGA?**

Our model is unique in the claims and assistance sector. We provide all our services in one place and on a single platform, drawing on the expertise of our in-house specialist teams. This, combined with our global network of partners, has helped us to earn a reputation as experts in complex case and logistical medical management.

Further information can be found at [www.cegagroup.com](http://www.cegagroup.com).