

Risk Protection Arrangement

Overseas Travel Support Services

Version: November 2023

Introduction




For details of how to access the pre-travel advice, please see the reverse of your RPA Membership document.

Website: <https://traveltracking.northcottglobalsolutions.com/default.aspx>

TopMark NGS operate a unique multi-dimensional medical and security model supported by a 24/7 call centre who manage over 250 languages and is operated by technicians from Navy, Army, Police and Medic backgrounds.

No environment is too difficult, we are set up to operate in the most challenging conditions, and with over 10,000 service providers, we maintain capability in every country in the world.

As an RPA member, you will benefit from a variety of **free** travel support services including:

-  "One Tap" Emergency App
-  Country Information Profiles & Alerts
-  E-Learning Travel Safety and Security

Please note that you must not access or utilise these services if you are not a member as you may be charged a fee. Access to these services is also subject to a 3G/4G or Wi-Fi internet connectivity.

E-Learning Travel Safety & Security

To access E-learning please refer to the instructions contained on the reverse of your RPA Membership Document.

TopMark NGS provide a globally accessible suite of on-line travel risk awareness products, allowing a holistic approach to travel risk management.

Our eLearning is a 45-minute modular based travel security e-learning course, designed to reduce exposure to risk through education and awareness training. An evaluation after each module and downloadable certificate of overall performance allows for compliance checks to be conducted.

Modules covered are:

- Travel Security
- Threats facing Travellers Mind-set of the Criminal

- Soft Target? – Hard Target? Preparation for Safe Travel Airport Arrival & Customs In-Country Security
- Hotels Public Places & Transport Kidnapping & Abduction
- Travel Health & Safety Vaccinations
- Bites (see below extract)
- Animals
- Infectious Diseases
- Food & Water
- Staying Healthy

NGS Travel App

Details of how to register for the app can be found here

<https://www.rpaclaimforms.co.uk/wp-content/uploads/2023/11/Aurora-App-User-Guide.pdf>

Details of how to use the app can be found here

<https://www.rpaclaimforms.co.uk/wp-content/uploads/2023/11/Aurora-App-Insurance-Registration-Guide.pdf>

For more detailed information, please contact: t2ops@northcottglobalsolutions.com

