

# ZOOM



## SOS Call Me

### A USSD call-back service free to members

When faced with an emergency, many of us tend to panic and struggle to think straight. This could make it difficult for you to contact the Europ Assistance Contact Centre. A lack of airtime could also prevent Fedhealth members from getting in touch with us.

As such, Europ Assistance introduced the **SOS Call Me service**: a user-friendly call-back service that means the Scheme will call Fedhealth members back at no cost to them. This free service is available to all Fedhealth members and dependants.

#### Members can select three options on the service:

1. Emergency Medical Services (EMS)
2. Nurse Line
3. MediTaxi

#### How to use the SOS Call Me service:

- Save the number **\*130\*3272\*31#** for EMS, Nurse Line and Medical Taxi as a contact on your phone (under Europ Assistance or a name you'll remember for emergencies)
- In an emergency, choose this number and select the applicable service (EMS, Nurse Line or MediTaxi)
- An SMS will be sent to the Europ Assistance Emergency Contact Centre who'll phone you back within the agreed emergency timelines for each service: EMS – 120 seconds; Nurse Line – 2 hours; and MediTaxi – 2 hours before pick-up.

The benefits of this service include: it's easy to use; members can get assistance at the press of a button; it's accessible on any mobile device; it means peace of mind and convenience; and, it's available 24/7 365 days a year.



### CONTACT DETAILS

For more information, please visit [fedhealth.co.za](https://www.fedhealth.co.za), or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

Disease Management  
0860 101 306

Europ Assistance  
0860 333 432

MVA Third Party Recovery Department  
012 431 9718

Fedhealth Baby  
0861 116 016

