**Business Travel - What to do In the event of things going wrong abroad**

**Please visit** [**www.fco.gov.uk/en/travel-and-living-abroad/when-things-go-wrong/**](http://www.fco.gov.uk/en/travel-and-living-abroad/when-things-go-wrong/)

* Good advice is given by the link above to the Foreign Office on various situations that could occur and the Consular Assistance contact details are **020.7008.1500 (+44 20 7008 1500** when dialling from abroad)
* The Consulate are not able to provide financial assistance but will discuss the situation you are in and assist with replacement passports

**Corporate Cardholders:-**

* If a Cardholder loses their Card or an unauthorised person uses the Card, it is imperative that such circumstances are reported immediately to the Bank and the Card Administrator.  The Bank will accept a maximum liability of £25 for any losses arising before the Bank is notified of any unauthorised use (or loss of the Card).  After notification, unless the University or Cardholder has been negligent or has given the unauthorised user possession of, or consent to use the Card, the Bank will meet the costs of any expenditure incurred by the unauthorised person (but the University will have to put in a claim).
* In the UK – if your card is lost or stolen, please telephone the Royal Bank of Scotland Lost & Stolen Cards on **0870 6000 459** (24 hours a day, 7 days a week). If calling from overseas the number will be **+44 1423 700545**.

Personal Financial Difficulties;-

* You should make contact with your own bank who may offer a service to you if you have financial difficulties as will a credit card company
* Report any crime to the local police

**These are 24 hour operations noted below;**

* Medical Emergencies are dealt with by Specialty Assist who you should contact as listed on the Travel Cover Summary **+44(0)20 7902 7405** and quote the policy number **UMAL/034**

Specialist will deal with various situations described to them

* Political Evacuation using the Global Security Centre is 24 hour service Security advice and support is given by dedicated specialists and you should telephone **+44(0)20 7939 8658** quoting the policy number and who you work for

**We hope you will have a trouble free business trip**