

## Towergate Overseas Assist



### Towergate Overseas Assist Services:

- Instant interpretation
- Information helpline
- Assistance following an emergency or crime
- Help with lost passports, credit cards etc.
- Booking service for medical appointments, restaurants, golf tee times
- Assistance with overseas utility companies
- Locating local tradesmen and professional services
- Over the phone or online call credit top up

[www.passthephone.co.uk](http://www.passthephone.co.uk)

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Pass the Phone translation service is administered by Globelink Language Solutions  
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### 9 out of 10 home owners abroad would not know who to call in an emergency

Each year thousands of British residents buy holiday homes in Europe, unaware of the difficulties the language barrier and foreign procedures can cause in the event of an emergency, as well as everyday living. In the UK, we are all aware of what to do and where to go for help if we need medical assistance, lose our purse or wallet, need directions or are involved in a motor accident, for example. But many people can find themselves in situations abroad where they are unable to communicate with authorities and businesses or to deal with an emergency.

*Imagine if you were the unfortunate victim of a crime, would you know how to contact the appropriate authorities for help and be able to converse with them if they did not speak English?*



### Towergate Overseas Assist

As a Towergate Underwriting Holiday Home policyholder you have 24 hour access to two unique services:

**Pass the Phone** - an exclusive interpretation service with multi-lingual advisers you can contact from your mobile or landline telephone.

**24 Hour Domestic Helpline** - for assistance following a domestic emergency.

Towergate Overseas Assist can help you in case of a real emergency or with something as simple as contacting an engineer or booking a restaurant.

#### Pass the Phone offers:

- Instant interpretation
- English speaking call handlers
- Telephone Directory
- Assistance following an emergency or crime
- Help with lost passports, credit cards and money
- Booking service e.g. for medical appointments, restaurants, golf tee times
- Assistance with utility companies
- Locating local tradesmen and professional services
- Information helpline
- Peace of mind

Pass the Phone's multilingual assistants speak the language for you and are fully trained to handle any task on your behalf.



### Flexible cover

Pass the Phone can also be used by any tenant or guest using your home. Additionally you can use the interpretation service whilst on holiday abroad. Pass the Phone speak over 50 of the world's most widely spoken languages and are on hand to help wherever in the world you are.

### Four calls included

As part of your holiday home policy you are entitled to four calls to the interpretation service within a policy year, with the option to purchase more if you use all of your calls. Pass the Phone translators will notify you when you need to top up and you can top up over the phone or online.

### 24 Hour Domestic Helpline

In the event of a domestic emergency at your property, e.g. a break in or burst water pipe the 24 hour domestic helpline will act as a first point of contact to send out a local tradesman. You can take comfort that, even in the most stressful of situations you can contact an English speaking assistant who has local knowledge, and can speak the language for you to ensure you get the right help you need. (Please note that you should still report a claim covered under your policy to our Towergate claims number on **+44 (0) 1708 777 720**).

### Help at your fingertips

We have enclosed a contact card that includes your Pass the Phone translation service and domestic emergency helpline number we advise that you store this number on your mobile phone.

**Pass the Phone  
Interpretation Service**  
**Tel: 0034 902 888 183**

**24 Hour Domestic  
Emergency Helpline**  
**Tel: 0034 902 888 183**

**For claims on your Holiday Home  
insurance please call Towergate  
Underwriting Holiday Homes on**  
**Tel: +44 (0) 1708 777 720**

**MEMBERSHIP CARD**

**Towergate Overseas Assist**

**For Pass the Phone interpretation  
service and the 24 Hour Domestic  
Emergency Helpline call**

**Tel: 0034 902 888 183**