

# ADVISER

## TRAVELLING TO SOUTH KOREA FOR THE WINTER OLYMPICS 2018?

With the Winter Olympics due to start in PyeongChang, South Korea, on 8 February 2018, we've now reached a point in time when companies that are sending employees to the games should have effective risk management plans in place. While South Korea is generally a safe travel destination, it's important that you prepare.

### KEEPING SAFE

As with any travel, take extra care of passports, credit cards, and money in crowded areas and be careful in areas visited by foreigners, like Itaewon. Take care when traveling at night and only use legitimate taxis or public transport.

Travellers also have a number of information and safety resources available to them:

- The UK government has published [guidance on local laws, customs, and travel](#).
- The US State Department has created its own [advisory website](#).
- The PyeongChang 2018 [Spectator Guide](#) has links to additional visitor information and details of all South Korea's foreign consulates and embassies.
- For emergency assistance, or to report a crime, visitors can call 112 for police (a 24-hour interpretation service is available) and 119 for ambulance and fire.
- For the Winter Olympic Games, a special spectator call centre has been created which can be reached by dialling 1330 (domestic) or +82 2 1330 from overseas. Through this call centre, you can report complaints and request tips, interpretation services, and detailed information on accommodation, restaurants, transport, and cultural events. The call centre provides Korean, English, Japanese, and Chinese language services.

### INSURANCE CONSIDERATIONS

For the peace of mind for you and your team, several types of insurance are likely available, including:

- Accidental bodily injury occurring at any stage during your trip, from the point of departure from your home country, throughout your trip, and until you return.
- 24/7 medical emergency assistance via remote medical consultants who can provide support in arranging your repatriation or through experienced trauma and medical professionals in South Korea or further afield.
- Political and natural disaster evacuation cover. This responds in the event that South Korean authorities declare a state of emergency necessitating immediate evacuation or formally advise those in the country or region to leave due to an imminent threat to their safety.
- Kidnap, ransom, or hostage insurance, which will trigger access to professionally trained personnel who can communicate with local authorities as a situation unfolds and indemnify ransom monies or consultancy fees if required.

## INCIDENTS

In the event of an incident we advise having the following information readily to hand:

- Policy numbers.
- Insurance company contact numbers.
- Insurance broker contact numbers.
- Out of hours emergency contact numbers.

## INSURANCE CLAIMS

If you need to make a claim, your insurer will likely require the following information (where applicable):

- Receipts/proof of purchase of original articles.
- Quotations for repair or replacement, minimum of two likely to be required.
- Crime reference number from local police.
- Repair/replacement receipts (following approval of quotations by insurers).

For more information, please contact your local Marsh representative or a member of our team:

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