

CERTIF

Certificate of Assistance Application

Travelling to a country where visa is required

- Create your own Certificate of Assistance online via [CERTIF APPLICATION](#)
- To log in, please use your Programme / Membership number

Benefits

- Self-service 24/7
- Immediate document delivery
- Data protection
- Integration with International SOS database

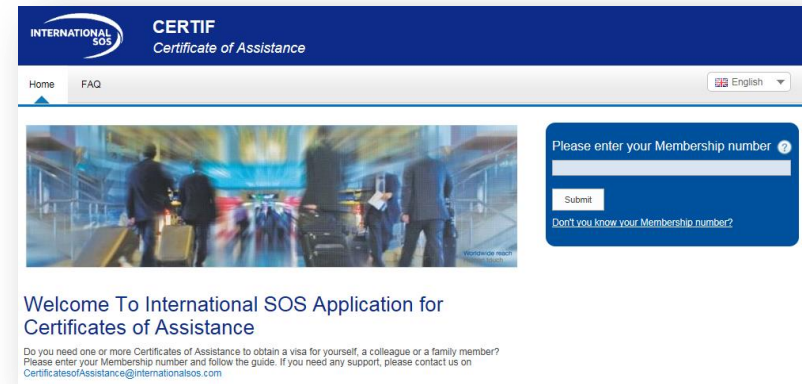
If you want to know more about CERTIF or not have access, please contact your Account Manager or certificate team directly.

Contact us

e: CertificatesofAssistance@internationalsos.com

t: International SOS 24hr [Assistance Centres](#)

w: internationalsos.com



BUSINESS RULES

COUNTRY LIMITS & LENGTH OF TRAVEL

PASSWORD PROTECTION

All certificates are password protected, if you have any problems opening your document with the password provided, please contact the [Certificates of Assistance team](#)

COUNTRY SPECIFIC FINANCIAL LIMITS

Country limits are aligned with each embassy's requirements:

- *Algeria, France, Gabon and Russia – 30,000EUR*
- *Schengen – 50,000EUR*
- *Other Countries – 500,000EUR*

LENGTH OF TRAVEL

One year maximum, if you need a certificate for a longer period, please send your request to the [Certificates of Assistance team](#)

ORIGINAL REQUEST

If you require an original copy of your certificate, please select 'original requested' in CERTIF for any location:

- Fields under Shipping Details become mandatory
- Original document will be delivered via post or by your messenger



BUSINESS RULES

COUNTRY RESTRICTIONS



RESTRICTED COUNTRIES

Certificates of Assistance are not issued for:

- Yemen
- Syrian Arab Republic
- Donetsk and Luhansk regions in the Ukraine
- Abkhazia and South Ossetia regions in Georgia

Please note, while International SOS is still able to give advice through its Assistance Centres for these locations, we are currently unable to arrange ground support in the event that members require medical and/or security assistance. It is therefore not possible to issue a certificate of assistance to travel to these regions

HIGH RISK COUNTRIES

Certificates of Assistance are issued for high risk countries:

- Iran
- North Korea

Please note that special validation is required. Members will be invited to confirm they are informed of the specific risks in these locations. They will be asked to contact an Assistance Centre for a travel briefing before departure

RUSSIA

Certificates of Assistance are not issued due to specific embassy requirements

For this destination, please send your requests directly to [Certificates of Assistance team](#)

TECHNICAL SPECIFICATION

MINIMAL TECHNICAL REQUIREMENTS

CERTIF

Certificate of Assistance

BROWSER COMPATIBILITY

CERTIF is supported by all internet browsers, minimum browser compatibility requirements are as follows:

Supported Web Browsers



Minimum

- Internet Explorer 9
- Google Chrome 23
- Firefox 18
- Safari 5

Recommended

- Internet Explorer 11 onwards
- Google Chrome 23 onwards
- Firefox 29 onwards
- Safari 5 onwards

CERTIFICATE CREATION

USER GUIDE

CERTIFICATE CREATION

EMAIL LANGUAGE SELECTION

- Please use this [link](#) to access CERTIF
- You can change the language of the application and email communication



Welcome To International SOS Application for Certificates of Assistance

Do you need one or more Certificates of Assistance to obtain a visa for yourself, a colleague or a family member? Please enter your Membership number and follow the guide.

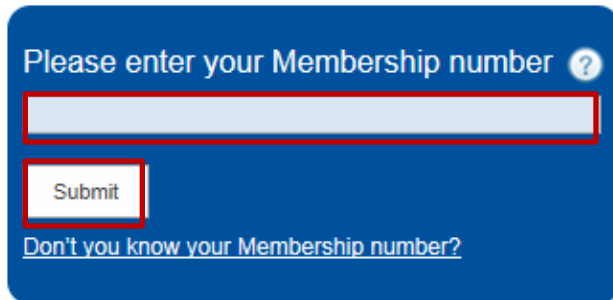
A blue rectangular form box with rounded corners. It contains the text 'Please enter your Membership number' followed by a question mark icon. Below this is a white input field. Underneath the input field is a white 'Submit' button. At the bottom of the box is a link that says 'Don't you know your Membership number?'.

Email in French or English

CERTIFICATE CREATION

PROGRAMME NUMBER SELECTION

- To log in, please enter your Programme/Membership number and 'Submit'



Please enter your Membership number ?

Submit

[Don't you know your Membership number?](#)

- For 'Type of Requestor' please choose always 'Company'
- Beneficiary and Status depend on the request
- Confirm by 'Continue'



1 General Information 2 Certificate Information 3 Confirmation 4 Validation

General Information

Type of Requestor * Beneficiary of the Request * Status *

Company Employee Business Traveller

Continue

CERTIFICATE CREATION

ENTER CERTIFICATE INFORMATION

- Please complete all mandatory fields *
- After completing Travel Details, click on 'Validate'
- You can add another request (max 5 certificates per application) or 'Continue'

The beneficiary is an employee of your company

Company /Organisation Subsidiary Check to display Subsidiary on Certificate

Title First Name* Last Name*

Select

Email Address* Certificate Language* Select

Travel Details

I am travelling for business and my manager has approved my travel.

Destination Country* Select Travel Date From* Travel Date To* Original Requested

My Request

Travel Date To	Original Requested	Delete	Original Requested	Delete

CERTIFICATE CREATION

CONFIRMATION

Company/Organisation: TEST Account For Apps Team | Membership number: 14AYCA676422

1 General Information 2 Certificate Information 3 Confirmation 4 Validation

Request Summary

Company/Organisation/Subsidiary	Last Name	First Name	Destination Country	Certificate Language	Travel Date From	Travel Date To	Original Requested	Modify	Delete
TEST Account For Apps Team	Pecharova	Marketa	Aruba	English	19 November, 2016	31 December, 2016	✗		

This document will be sent to marketa.pecharova@internationalsos.com;

You can also send a copy of the document by email +

I acknowledge that I am solely responsible should the information submitted via the online form be inaccurate, incomplete, untrue, or not current. I also acknowledge that International SOS will not be held liable for any inaccurate information mentioned on the Certificate of Assistance and that the delivered Certificate is only valid within the coverage limits of the relevant membership agreement entered into with International SOS, and is subject to amendments or possible termination. [International SOS Terms & Conditions of use](#)

Add Request **Continue**

- You can 'Delete' or 'Modify' the current Request or
- 'Continue' to Complete your Request
- 'Add Request' – you can create max 5 certificates per round

CERTIFICATE CREATION

VALIDATION SCREEN

- Two emails will be sent after you submit your request:
 - First email – contains your password-protected Certificate of Assistance attached (PDF)
 - Second email – contains your password
- If you haven't received both emails within an hour of submission, please first check your junk/spam email folders.
- If you need any assistance, please contact [Certificates of Assistance team](#)

Validation

Thank you for using CERTIF Application!
Your request was successfully completed.


We wish you a safe journey and stay at your destination!

Company/Organisation: TEST Account For Apps Team | Membership number: 15ACMA692658

1 General Information 2 Certificate Information 3 Confirmation 4 Validation


Certificate Of Assistance






✓



Dear Client,
Have you already downloaded the International SOS Assistance App?

DOWNLOAD ASSISTANCE APP for one-touch routine or emergency assistance
worldwide - travel, health and security information at your fingertips!

 Please contact us directly for more information and helpful tips for your travel.

Follow us on :     

internationalsos.com

New Request

***THANK YOU FOR USING OUR
SERVICES***