CERTIF

Certificate of Assistance Application

CERTIF
CERTIFICATES OF ASSISTANCE APPLICATION

CERTIF
Certificate of Assistance

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
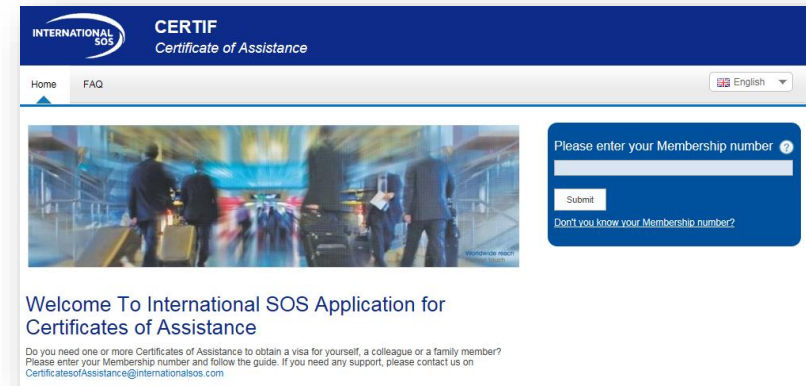- Integration with International SOS database

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

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INTERNATIONAL SOS

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 and Gabon – 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 to you via post within 48h or can be
- picked up by your messenger in International SOS office

INTERNATIONAL SOS

BUSINESS RULES
COUNTRY RESTRICTIONS

RESTRICTED COUNTRIES

Certificates of Assistance are not issued for:

- Iran
- Syrian Arab Republic
- Abkhazia and South Ossetia regions in Georgia
- Yemen
- Russia
- Ukraine
- Belarus

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:

- 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

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TECHNICAL SPECIFICATION
MINIMAL TECHNICAL REQUIREMENTS

BROWSER COMPATIBILITY

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

Supported Web Browsers

Minimum	Recommended
▪ Internet Explorer 9	▪ Internet Explorer 11 onwards
▪ Google Chrome 23	▪ Google Chrome 23 onwards
▪ Firefox 18	▪ Firefox 29 onwards
▪ Safari 5	▪ Safari 5 onwards

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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

Email in French or English

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CERTIFICATE CREATION
PROGRAMME NUMBER SELECTION

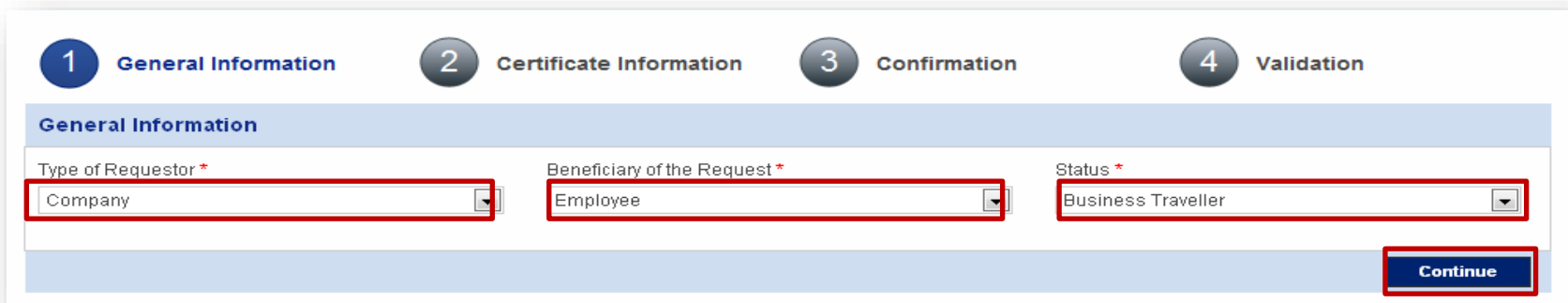- To log in, please enter your Programme/Membership number and 'Submit'
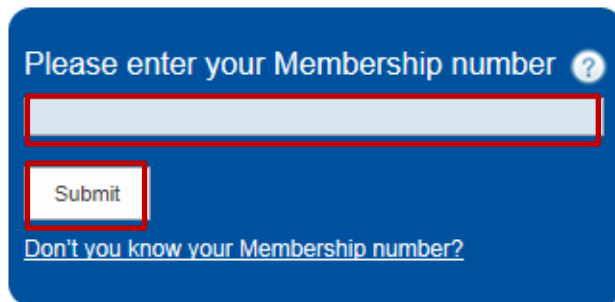
Please enter your Membership number ?

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

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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'

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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

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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](#)

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THANK YOU FOR USING OUR SERVICES

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