



أنتير سكور إنجاد  
**INTER SECOURS ASSISTANCE**  
ORGANIZATION OF AID AND GLOBAL ASSISTANCE



# GLOBAL ASSISTANCE IN MOROCCO

[www.isas.ma](http://www.isas.ma)

Provide necessary solutions  
to assist you in your stay in Morocco :

**IT OUR JOB**



## WHO ARE WE ?

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Founded in 1987, INTER SECOURS ASSISTANCE "**ISAS**" is pioneer and an independent company, managed by professionals of its sector. The control of the area and the internal organization strategic, allows **ISAS** to always take decisions in the interest of its customers. Thus, it offers the best performances thanks to quality interventions.



## OUR TEAM

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Our call centers and teams are mobilized and available 24 hours a day and 7 days a week. We demonstrate each day our dedication, our reliability for our customers, our employees and all those with whom, and for whom, we provide our services.



# 1 MEDICAL ASSISTANCE

## 📦 AMBULANCE SERVICE

Specialized in the service of transport by ambulances, we offer a quick and discreet service. A high quality of ambulances fleet with an ultramodern equipment, allows us to follow efficiently the parameters of our patients. Our drivers are qualified, and trained humanly and socially to listen to your needs and hopes.

Through our experience and expertise in Transport by Ambulance :



**On Measure**



**Fast**



**Quality**



**Reliable**

## 📦 OUR SERVICES OF TRANSPORT BY AMBULANCE :

- 🕒 Simple transport ;
- 🕒 Paramedical transport ;
- 🕒 Medicalised transport ;
- 🕒 Pediatric - Neonatal transport.

**+ 200**  
Ambulances  
Conditioned  
Air





### **MEDICAL CONSULTATION**

**ISAS** has a large network of generalist and emergency doctors for medical consultations at home, hotel or work. The service is provided 24H/7J with a medical report transmitted in real time and systematically informatised.

Our platform is equipped with call geolocation technologies, in relation with our doctors.

### **MEDICAL ESCORT**

All our doctors and nurses are approved by the government and have all the qualifications required. They are experienced to ensure all types of evacuation with the necessary equipment.

Our medical escorts are multilinguales and are able and conditioned to deal with all situations.





## AIR AMBULANCE

Thanks to our partners, we have a fleet of **8** medical aircrafts for all types of evacuation, for different types of flights, depend on the distance and situation of the patients. **ISAS** make at your disposal its competences and its availability for a service of quality and an insured satisfaction.

**We organize all your travel and repatriation logistics by technical ways :**

- Paramedical Airplane ambulance.
- Commercial Air plane.
- Paramedical Helicopter.

*A logistic available for An air ambulance worldwide .*







## MEDICALIZATION

ISAS insure to its customers the medicalization of their industrial site and events by providing them all the human and technical resources for :

- Support of an injured person.
- Quick intervention with first aid.
- Organization of the evacuation and coordination with the hospital center.
- Sanitary repatriation.

## COST CONTAINMENT

We insure the politic of control and reduction of costs through the analysis of billing by medical experts. We check the financial validity of the invoice, as well as the results of all attachments with the conclusions of the medical report from the clinic or hospital.



## FUNERAL SERVICE

When a member of your family dies in Morocco or abroad, the funeral service of **ISAS** discharges you from all the formalities of organization and transport for the burial or the repatriation of the body.

We ensure all the funeral organization and repatriation at the lowest cost.



“ A moral assistance with respect for human dignity.”

“ Guidance and support provided in privacy.”



Conselor member of the french federation offuneral.

Member of :     
The World Organization of Funeral Operators ANSAM

## CONCIERGERIE SERVICE

**ISAS** propose "conciierge service" with all the comfort and serenity that are our priorities to ensure the Wellness of the customer.

Our wealthy database is the result of partnership for :

*ticketing, hotel, show, bouquet of flowers, rental, booking, guide, translator, driver, security, home care, car handicap, etc.*





# 2

## ROADSIDE ASSISTANCE



### ISAS Your partner since 1987

ISAS offers efficient solutions for moving any types of your vehicles. Our added value is strongly based on our human aspect which imposes us a high level of professionalism.

#### ◆ OUR SERVICES

##### ◆ TRANSPORT AND TOWING

ISAS, a specialist in automotive assistance and breakdown assistance, is permanently in charge of all operations thanks to a fleet with more than 350 flatbed trucks. This fleet is strategically spread all over the national territory , as well as a large network providers. Indeed, they are experienced and equipped to take in charge any type of vehicle.



ROADSIDE ASSISTANCE



##### ◆ TRANSPORT OF VEHICLES IN BULKING

ISAS provides transportation in bulking of vehicles for the account of the concessionaires, car renter, mechanic.

We have a fleet of equipped and localisable allowing us to support new or used vehicles. The service is provided at the national level with specific insurance.

## REPATRIATION OF VEHICLES ABROAD

**ISAS** ensures repatriation abroad and takes care of all customs formalities for transit and boarding. Our customers are informed upstream on all customs procedures with real-time monitoring through our "extranet" application to follow-up their file.



## NATIONAL AND INTERNATIONAL CONVEYANCE

**ISAS** provides a short and long-distance automotive conveyance service in Morocco and abroad. Our drivers are all professionals, recruited with care for a quality conveying service to honour your confidence. Before each mission our experienced driver takes care of the vehicle and writes the descriptive state and the taking of pictures.



## HEAVY WEIGHT ASSISTANCE

A device of more than 30 trucks cranes distributed on the national territory and a mechanical garage network of heavy vehicle. **ISAS** offers a service dedicated to the assistance of heavy goods vehicles : Tank truck - Trailer - Coach. We have a truck parking on Tangier with a transit service and assistance to the port of TANGERMED.



## DEPOSIT AND GUARD SERVICE

On a plot of 7000 m<sup>2</sup>, **ISAS** offers a secure parking outdoor or covered for the guarding of your vehicles, utilities or trucks under remoted surveillance kept 24h / 7d. This service is dedicated to individuals, professionals, dealers and car rental companies.



# 3

## LEGAL ASSISTANCE



"ISAS" is an independent company, managed by professionals of its sector. Morocco enjoys its strategic position at the crossroads of Europe and North Africa has a lot of traffic.

A number of claims is recorded each year and insurers must deal with them. ISAS is able to provide reliable solutions for the settlement of international claims and cost containment.

### ◆ COST CONTAINMENT

#### 🔍 CONTROL OF COSTS

The analysis of invoices is performed by experts in the field to detect any useless act during the hospitalization stay, to verify if the invoice is fiscally valid, and that any attachment is in accordance with the conclusions in the medical report of the clinic or hospital. We are able to provide estimates of costs for any type of useless medical procedure or diagnosis.



#### 🔍 INVESTIGATION

Our wide network of expert doctors and our direct link with structures allows us to study the investigation followed by detailed study on the history of the medical file. We are looking for an amicable agreement to win the case.



*Our IT solution allows us to detect errors in the billing.*

 **SECURITY**

Our data are hosted and secured. We insure to our customers the confidentiality and the preservation of their personal data. The service's management is treated by all the helpdesks and the following of the missions with an automatic reminder. the medical and confidential informations are respected.



## ◆ MANAGEMENT AND SETTLEMENT OF INTERNATIONAL CLAIMS

" A disaster happening abroad is a major event for your client, as well as for the manager, which is a heavy burden to follow. Claims management is a way to differentiate from competitors and customer loyalty ".



### ◆ MANAGEMENT OF INTERNATIONAL CLAIMS

Our intervention start by the assumption of responsibility of the insured from the declaration of the loss to the implementation of solutions of repair passing by expertise.

### ◆ AMICABLE LEGAL RECOURSE

Our specialized jurists check carefully the minutes or amicable reports. We take a special action to resolve disputes amicably. This amicable solution will save you money and time.



### ◆ AUTOMOTIVE EXPERTISE

Thanks to our network of automotive experts, we are able to lead investigations on a vehicle before, during and after repair.





## **REGULARIZATION OF WRECKS AT CUSTOMS**

When a foreign vehicle is declared wreck, it is subject to the payment of customs duties for its consumption for scrap. We support the necessary steps for its regularization with the obtaining of the certificate of customs clearance. We can exempt the insurer to the payment of these customs duties and taxes.



## **RECOVERY**

Thanks to our experienced team, we draw custom strategies for each claim. The procedure is always amicable allowing a quick settlement of your debts. However, if such negotiations fail, our lawyers intervene quickly in these files with a sharp follow up to the judgment.



## **SWORN TRANSLATION OF DOCUMENTS**

We provide a translation service in several language combinations. Our wide network of translators are sworn in with the courts. We support of the translation of different types of documents.

## **LOCATION OF MINUTES**

The accident report is decisive because it serves to establish the exact circumstances of the accident and allows the amicable procedure or the judge to decide the responsibilities. Our intervention consists in locating the competent authority which drew up the minutes whatever the place in Morocco.



## ◆ CALL CENTER

Our platform is operational 24H/7J, it composed of multilingual and experienced team, to adduce an optimal quality for requests of our customers. The assistance is provided in different languages and allows us to act a psychological role in order to better understand, help and communicate with the client in misery.



## ◆ ETHIC AND QUALITY

**ISAS** is committed to a high level of quality to bring you accessibility, listening and advencing quality that you expect, and to guarantee you services according to our mutual contractual commitments.

It is also because we are daily listening to our customers needs that we are able to provide hight-quality services.

## ◆ OUR NETWORK



Today, our network has more than **1200** providers available in all our geographic areas. The principal assets of this distribution are : quickness, intervention, strictness, professionalism and absolute quality of our services. That's why our selection is very particular.

**“ Being together is a beginning,  
staying together is a progress,  
working together is a success. ”**



**INTER SECOURS ASSISTANCE**

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