

Introducing Ulink Assist's Security Assistance Partner:



Ulink Assist is delighted to introduce our security assistance partner, **ZeroRisk International** - a global leader in security risk management with over 23 years of experience protecting people and operations in complex, high-risk environments.

When your member is facing a medical or security-related scenario, including war, outbreak, natural disasters, civil unrest, or kidnap, coordinating separate providers costs time, adds risk, and complicates accountability. Our security partner, ZeroRisk International closes that gap - one point of contact, one coordinated response, across both medical and security assistance.

Our Partnership in Action:

Together, Ulink Assist and ZeroRisk International supported an Australian international school by providing integrated medical and security assistance for educational trips to Singapore and Cambodia.

Our Combined Capabilities (Highlights):



Medical Assistance

- Worldwide medical assistance 80+ countries
- Medical evacuations and repatriations
- Cost containment and negotiated rates
- 24/7 multilingual call center with WhatsApp AI
- Cashless treatment and GOPs



Security Assistance

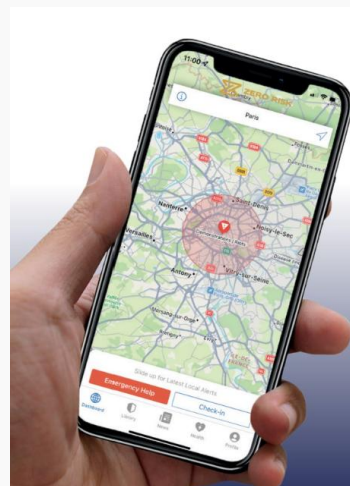
- Travel risk management and security assessments
- Crisis and incident response (SecApp)
- Cyber security and threat intelligence
- Immigration support
- Aviation asset coordination

Case Study: Afghanistan Evacuation

During the Taliban takeover of Afghanistan in 2021, ZeroRisk International evacuated 12 families during a complex three-week operation. The ZeroRisk SecApp enabled real-time tracking, monitoring and secure communications, helping our operations team maintain oversight in an extremely volatile environment. Among those assisted was a U.S. Government priority individual and his family. After supporting them for more than six months, ZeroRisk coordinated their evacuation by light aircraft to Doha and worked with the U.S. State Department to support their Special Immigrant Visa application and safe resettlement in the United States.

“The ZeroRisk SecApp, Mr Tony and the ZeroRisk team were critical to my family’s safety throughout the entire evacuation process.” — Taib, evacuee
[Watch the full interview](#)

Through our partnership with ZeroRisk, Ulink Assist members can access this level of coordinated crisis response — from extraction through to resettlement.



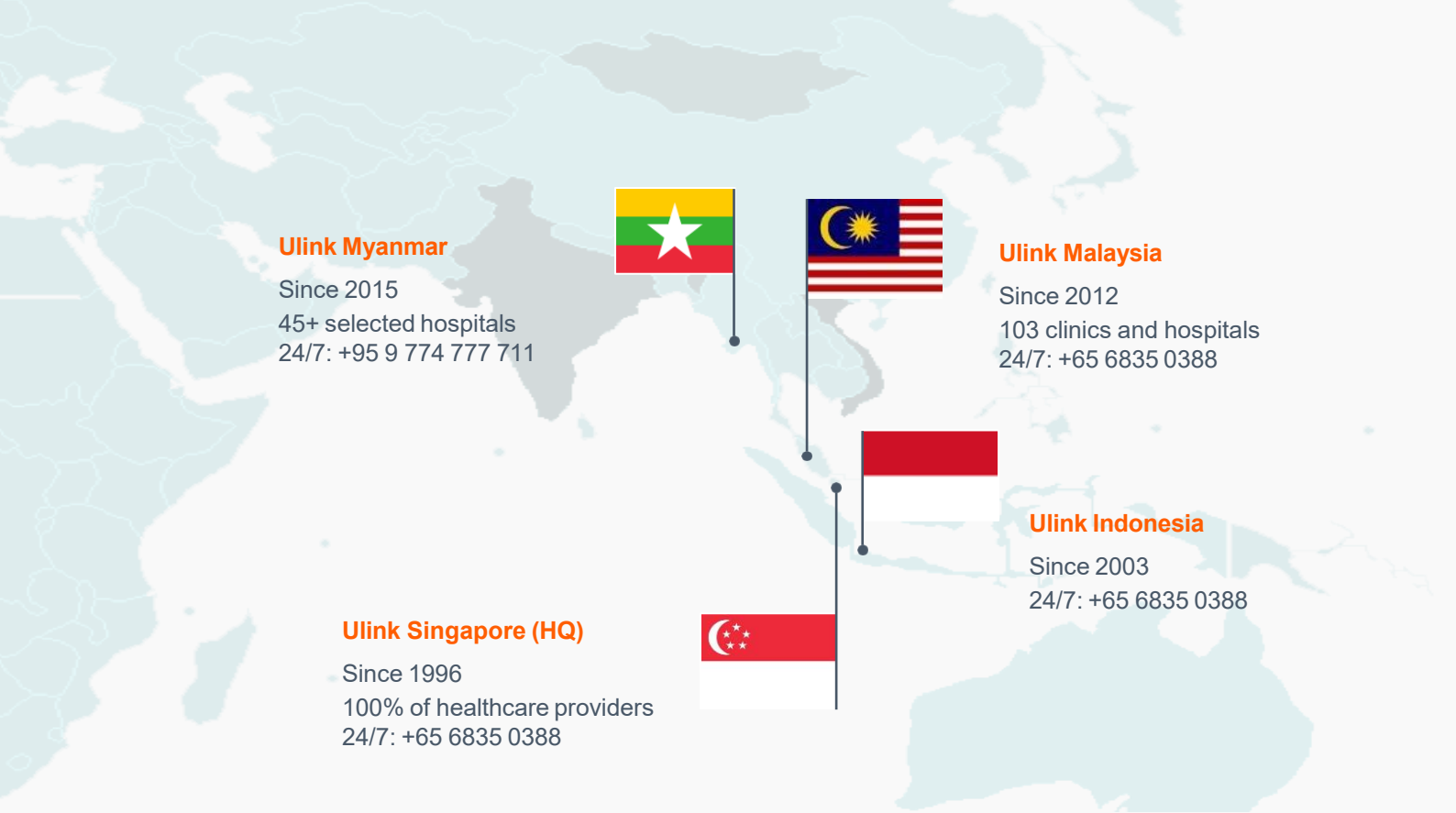
Ulink’s Payer Clients Benefit Because:

- ✓ **Faster incident response** — integrated coordination contains costs and improves outcomes
- ✓ **Wider coverage, one programme** — adds security support to medical, no separate vendor needed
- ✓ **Simpler oversight** — one relationship across procurement, reporting, and case coordination
- ✓ **Stronger duty of care** — gives payers a coordinated medical and security response for their members
- ✓ **A trusted partnership** — 30 years with Ulink Assist, 23+ years with ZeroRisk in high-risk environments

Trusted By Leading Organizations:



Give your members complete protection.
Email bd@ulinkassist.com to schedule a call today.



Ulink Myanmar

Since 2015
45+ selected hospitals
24/7: +95 9 774 777 711



Ulink Malaysia

Since 2012
103 clinics and hospitals
24/7: +65 6835 0388



Ulink Indonesia

Since 2003
24/7: +65 6835 0388



Ulink Singapore (HQ)

Since 1996
100% of healthcare providers
24/7: +65 6835 0388

About Ulink Assist

Ulink Assist has 30 years of patient assistance experience in Singapore, helping more than 2,000 patients every year receive the best medical treatment at top hospitals in Singapore through clinic and hospital arrangements, treatment plans and price estimates, travel arrangements and visas, patient accompaniment, cartransfers, medical evacuations by air ambulance, etc. We work with all the top private hospitals in Singapore and our letters-of-guarantee for global insurance patients are accepted at 100% of the healthcare providers in Singapore.

Our dedicated Singapore-based team includes medical professionals and is on-call 24/7 for all requests.

www.ulinkassist.com

For enquiries regarding local support or corporate administrative hub services, please contact us at:



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