

**EACH WORKER WHO JOINS PROTECT UNDER THE FIREFIGHTERS INJURY AND ILLNESS COVER
WILL RECEIVE AN AMBULANCE VICTORIA FAMILY MEMBERSHIP**

WHAT AM I COVERED FOR?

An Ambulance Victoria family membership covers you, your partner and dependent children who live under the same roof. Membership gives you protection against the cost of world-class emergency treatment and transport services. Specifically, it includes:

- All emergency road ambulance transport
- All MICA (Mobile Intensive Care Ambulance) attendance and treatment
- All emergency air ambulance and clinically necessary non-emergency air ambulance
- All ambulance treatment when transport is not required
- All clinically necessary non-emergency patient transport.

Even if travelling interstate, you receive the same level of cover for ambulance treatment and transport services that you would receive if you had been in Victoria.

LEARN MORE

Contact Ambulance Victoria for further details about your cover including exclusions, TAC accidents and overseas travel information.

Phone: 1300 366 141

Email: membership@ambulance.vic.gov.au

Website: www.ambulance.vic.gov.au

www.protect.net.au

REF:0047e

WHEN WILL MY COVER START?

NEW AMBULANCE VICTORIA MEMBERS

Upon receiving your signed declaration form from the UFU, the insurer (ATC), will be in contact with you in order to access the names of the family members you want covered to ensure they receive member benefits.

ATC will then aim to register and pay for your Ambulance Victoria membership within 5 days.

Ambulance Victoria benefits will commence from 5pm the day after receipt of payment.

An Ambulance Victoria information pack and membership card will be sent to your postal address within 5-10 business days. This will include the date your Ambulance Victoria membership commenced.

NOTE: A 14-day qualifying period exists for emergency transport resulting from a pre-existing medical condition and all non-emergency transport for new and reinstated members.

EXISTING AMBULANCE VICTORIA MEMBERS

Existing Ambulance Victoria members should maintain your cover and renew a 12-month subscription before expiry.

Send your receipt together with your banking details to ATC via ufuforms@atcis.com.au and they will arrange for reimbursement. At that time you will also be reimbursed for the period of cover you paid for since signing with Protect.

For example: If you have 6 months left of your Ambulance Victoria membership, renew a family membership before expiry for 12 months at a cost of \$94.35. You will be reimbursed at that time for \$94.35 plus the six months of lead up time cover which cost you \$47.17.

A total of \$141.52 will be reimbursed to you.

If you currently have a 3 or 5 year membership, or have any further queries, please contact a Protect Field Team Officer for assistance on **1300 344 249**.