



“Having help at hand so **quickly and professionally**, makes an enormous difference”

Customer story:

Florence Pungong

Air lift from Gabon to South Africa for treatment

Sustained vomiting and fever - and the rapid dehydration they cause - can be fatal, if not treated correctly. And when you live in Gabon, Central Africa, like Florence Pungong, away from suitable medical facilities, the dangers of deterioration can be even more real.

Fortunately, Florence is covered by medical insurance from Bupa International. So when she was taken ill and the severity of her condition became clear, her husband Elias was able to call Bupa's around-the-clock helpline and within 24 hours, Florence was air-lifted to a hospital in Johannesburg, South Africa so that she could get the treatment she needed as quickly as possible. The air ambulance and admission into the South African hospital were both organised by Bupa, easing as much strain as possible for Florence and her concerned husband.

Elias Pungong commented:

"I literally cannot imagine what would have happened if Bupa had not been there for us. You never imagine that this sort of thing will happen to you or your family, but when it does, it is terrifying and having help at hand so quickly and professionally, makes an enormous difference. It is no exaggeration to say that I feel that Bupa saved my wife's life."

Keyfacts

Elias and Florence are both 39 years old and currently live in Libreville, Gabon, Central Africa. Elias holds a Bupa Gold Lifeline policy which includes evacuation cover and has been a Bupa member covering his wife and family for seven years. Florence is now fully recovered and has returned home.

