

“ Bupa reacted
immediately to my
evacuation needs ”



Customer story:

Syrian MP - Saleh Al-Mallah

A Syrian MP seriously hurt in a car crash was airlifted more than 2,400 km (1,500 miles) to a specialist hospital for life-saving treatment - thanks to his Bupa Health Insurance cover.

Saleh Al-Mallah suffered severe spinal injuries in an accident in his homeland

He was taken to a local hospital in Aleppo, but doctors there decided he needed to be transferred to a facility in Karlsbad, Germany, which has an internationally-renowned spinal treatment centre.

Bupa's agent in Cyprus, Nicos Rossos Insurance Agencies Ltd, was alerted to the case and arranged the move with International customer service people in the UK and the business' emergency assistance service.

The case was handled from Cyprus by Despo Nathanael, senior healthcare consultant.

An air ambulance plane with a doctor and nurse on board was despatched to Syria and flew Mr Al-Mallah to a hospital in Germany. He underwent surgery there within hours of arrival and is now recovering well.



Saleh Al-Mallah

In a letter to Bupa, the MP praised the company for 'reacting immediately' to his evacuation needs.

He said the local authorities in Syria had 'greatly appreciated the way that Bupa treats its members'.

Mr Al-Mallah wrote: "I would like to thank Bupa's agent in Cyprus for what they did to speed the formalities of my evacuation as well as customer service staff in the UK and International SOS."

Harris Antoniadis, managing director of Nicos Rossos, said:

"I really felt proud of how well the Bupa team handled the case. Our member received the best possible treatment, in the best possible hospital. We made sure that Bupa was there when it really mattered."

