

Crisis24 Travel Emergency Hotline



A Single Dedicated 24/7 Number to Call for Security
and Medical Emergencies

Crisis24 is the world's leading provider of integrated risk management services. Through our 24/7 Global Operations Center, we utilize state-of-the-art technology and highly experienced analysts and security experts to monitor threats worldwide and ensure the well-being of millions of travelers daily.

The Crisis24 Hotline service is available to all Otsuka employees travelling abroad and provides peace of mind that, in the event of any security or medical concerns, assistance is only a call away.



How to contact Crisis24 assistance:

Call Hotline

- Call the 24/7 Otsuka dedicated hotline at:

+1 443 569 0646

Crisis24 Horizon Mobile App

- Login to your Crisis24 Horizon Mobile App
- Click "Call 24 hour hotline" button to connect to the Crisis24 Global Operations center.

Operators will be standing by to assist you in real time.

When to call Crisis24:

- Access to security & medical advice and consultations
- Security evacuation assistance
- Medical assistance: appointment management, referrals to medical providers worldwide, prescription medical replacement, hospital admission, mental health aid, evacuation, medical expense management, etc.
- Access to Crisis24 24/7 on call team of doctors and nurses
- Lost passport or travel documents advice and assistance
- Vaccination requirements & preventable risks
- Emergency translation services

For non-urgent travel advice, please email: support@crisis24.com*

***Please call the hotline number for all immediate/emergency needs.*