



## **ACTIVE ASSISTANCE SERVICES**

**Your comprehensive service provider in Malta**



# ACTIVE ASSISTANCE SERVICES

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## ACTIVE ASSISTANCE SERVICES

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Active Assistance Services Limited (Active Assist) is a company based in Malta providing comprehensive assistance and logistical services usually required in situations of distress such as accidents, illness, hospitalisation or death.

We make every effort to provide the necessary guidance, assistance, service and support to patients or families in distress, based on our local knowledge, contacts and experience.

We strive to give our clients peace of mind, relieving them from any concerns by taking over responsibility for co-ordination of all arrangements for the efficient completion of the required service in a professional manner and within the shortest possible time.

This is achieved through our team of dedicated professionals, our network of carefully selected contractors and the collaboration held with local consulates, airlines, medical facilities, hospitals and government entities.

All our actions are governed by our values of efficiency, responsibility and customer focus; values which have earned us a solid reputation in delivering a trustworthy and professional service.

Our fundamental goal is to provide professional, comprehensive and cost-effective assistance to patients, families, insurance or assistance companies, in all technical, administrative and logistical matters following an accident, illness or death in Malta.



## PROVIDING CARE AND ASSISTANCE SINCE 1890

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Active Assist started as an offshoot of the Camilleri family's funeral service business, having roots dating as far back as 1890. For five generations the Camilleri family have been renowned in the field of funeral services in Malta and in the 1960's became pioneers in the field of international repatriation of the deceased.

Following decades of experience and thousands of successfully completed repatriation cases to destinations around the globe, the Camilleri family acquired the trust of numerous international connections including shipping agents, travel insurance and assistance companies. The company became the local "go-to" provider for these entities who also required assistance with travel, transport or medical services in Malta; services entirely unrelated to its core business but which it nevertheless provided to offer a complete solution for its clients.

By 2011, as Malta's tourism industry flourished and the Camilleri family became known also for non-funeral related services, Active Assistance Services was incorporated to cope with this demand and specialise in the field of assistance services.

Nowadays, Active Assist offers a wide range of assistance, travel, transport and medical related services and is the selected local provider for numerous travel assistance companies, consulates and other entities requiring such services in Malta.





## COMPREHENSIVE AND EFFICIENT SERVICE

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Active Assist is a provider of comprehensive and bespoke repatriation, travel and medical assistance services, acting on behalf of travel insurance and assistance companies to assist and serve their insured clients in Malta.

Our range of travel and medical assistance services include:

- Organisation of medical appointments or specialist consultations.
- Hospitalisation, bed searching and administration of medical reports.
- Ambulance transfers to or from any hospital in Malta or Gozo.
- Organisation of air ambulance repatriations to and from Malta.
- Organisation of stretcher or wheelchair repatriation on commercial airlines.
- Travel and transportation arrangements for patients and medical escorts.
- Provision of medical equipment, oxygen, wheelchairs, walkers etc...
- Logistical arrangements and airfreight forwarding services.
- Assistance with consular services, translations and legal matters.
- Assistance following illness, accident, theft or other traumatic occurrence.
- Repatriation of the deceased into and out of Malta and Gozo.
- Assistance and support to bereaved families.

All our services are provided with utmost care and attention to detail for the swift, seamless and efficient completion of every case whilst keeping our principals informed with progress reports at every step.



## REPATRIATION OF THE DECEASED

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In addition to patient repatriation services, Active Assist offer complete and cost effective solutions for repatriation of the deceased to and from Malta through our in-house freight and logistics department and funeral service company.

Camilleri Funeral Directors International conducted their first repatriation in the late 1960's and have since then successfully completed thousands of cases to destinations across the globe.

Our experience, combined with the collaboration held with local hospitals, government entities, embassies and consulates, enable us to complete all repatriation formalities within the shortest possible time. Furthermore, as freight agents, we negotiate advantageous terms with airlines, researching the best airfreight cost and routing for a seamless and cost-effective repatriation service.

In complex cases involving hard to reach destinations, we turn to our network of reputable funeral agencies present in the vicinity of most international airports throughout Europe, the Americas, Asia and Australia. With their local knowledge and expertise, we are able to organise the most efficient logistical arrangements for the safe return of the departed to their families.

In every repatriation case we ensure all arrangements are carried out with dignity and respect, that all preparations are handled in accordance with international health and airline regulations and the highest standards of professional practices.

We strive to give peace of mind to grieving families, relieving them of all concerns relating to local arrangements and formalities, keeping them informed at every step and providing them with any assistance as may be required, whenever necessary.



## EXCEEDING EXPECTATIONS

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At Active Assist and Camilleri Funeral Directors International we are committed to provide reliable, comprehensive, caring and professional services for all our clients.

Whether contracted by an insurance or assistance company or directly by a private individual we promise to:

- Provide reliable support and assistance services 24 hours a day, 365 days a year.
- Maintain efficient communication channels, keeping all parties updated with case progress and developments at every step.
- Research and provide the most cost effective and efficient logistical solution for every case, at no detriment to quality, safety or service.
- Keep our customers wishes at the focus of our attention at all times.
- Provide a respectful, caring and professional approach in all our actions.
- Pay attention to every detail to ensure a seamless service through completion.
- Full-fill our promises and agreements beyond our clients' expectations.

This commitment to quality and professionalism has earned us the loyalty and trust of numerous assistance and repatriation companies from around the globe, making Active Assist their first port of call for assistance or repatriation services in Malta.

**CAMILLERI  
FUNERAL DIRECTORS  
INTERNATIONAL EST 1890**



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**St. James Hospital**

**Mater Dei Hospital**



**CAMILLERI FUNERAL HOME  
MEMORIAL PARK & CREMATORIUM**

## SERVICE ACROSS THE MALTESE ISLANDS

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Our services are available on demand across all of Malta and Gozo. Our assistance representatives and medical professionals are available to assist clients at any locality on the Maltese mainland or sister island of Gozo.



### ACTIVE ASSISTANCE SERVICES LIMITED

39 Giovanni Curmi Street,  
Iklin IKL080,  
Malta

[www.activeassistmalta.com](http://www.activeassistmalta.com)

**CAMILLERI  
FUNERAL DIRECTORS  
INTERNATIONAL** EST 1890

### CAMILLERI FUNERAL DIRECTORS INTERNATIONAL

100-102 Manoel De Vilhena Street,  
Gzira GZR1017,  
Malta

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### CAMILLERI FUNERAL HOME, MEMORIAL PARK & CREMATORIUM

Project in early development. Estimated completion date 2024.



**24 hour emergency contact (356) 2133 8471**

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# ACCREDITATIONS

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Active Assistance Services is the preferred service provider for most embassies and consulates in Malta. Furthermore, Active is also the recommended repatriation company for the ministries of health and defence, all tour operators, cruise liner port agents and our national airline.

This hard-earned reputation, combined with our clients' loyalty and trust, is our prime motivation and the highest endorsement we could strive for.

## Associations

Camilleri Funeral Directors International is an international member of the United Kingdom's National Association of Funeral Directors (N.A.F.D) and a proud member of the International Federation of Thanatologists (F.I.A.T. – I.F.T.A.), the leading Internationally recognised federation of accredited Funeral Directors, adhering to a strict code of professional practices in the field of funeral services and repatriation of the deceased.







[www.activeassistmalta.com](http://www.activeassistmalta.com)

[www.camillerifuneraldirectors.com](http://www.camillerifuneraldirectors.com)

Active Assist and Camilleri Funeral Directors International are trading names of Active Assistance Services Ltd.  
a limited liability company registered in Malta / subsidiary of Active Group of companies.

**Active**  
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