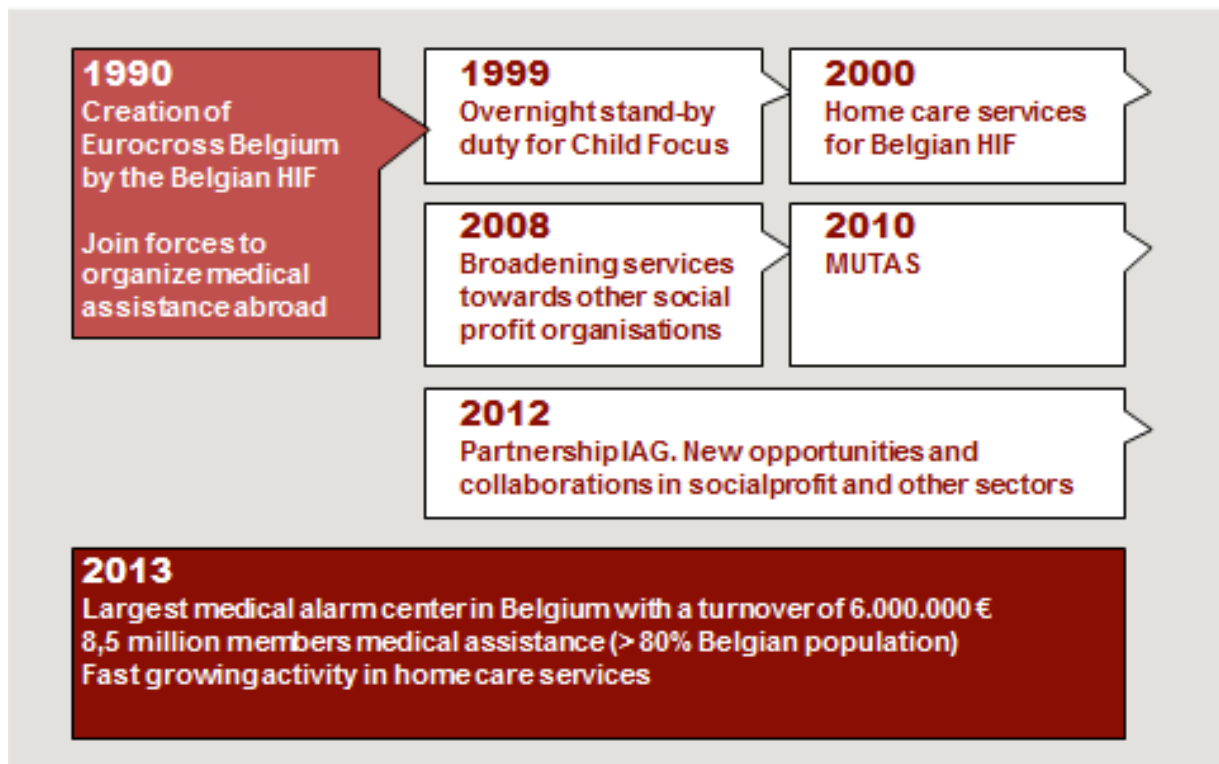




A brief historical overview

Landmarks / items – topics of our organization in Belgium

In **1990** the Health Insurance funds bundled their forces to offer medical assistance abroad. An offer based on the principle of solidarity and inclusion.

From then on affiliates of the HIF,'s who went on vacation abroad, were covered for medical care , medical repatriation and so on.

At that time organising medical assistance abroad was new to us. So we looked for some expertise in the Netherlands. And as a consequence our medical care contact centre EuroCross Belgium (today known as Mutas) was founded.

In **1999** we were contacted by Child Focus to organize their overnight stand-by duty.

Child Focus is a Foundation for missing and sexually abused children that is dedicated to locate missing children and to help them.

Child Focus works under the protection of the Belgian Royal Family and more specifically the Belgian Queen Paola.

We work for free for Child Focus. Mutas takes care of the calls, referrals etc. and the HIF's pay for the cost of this stand-by duty.

This is one of our commitments towards the community, and we are very proud to be able to participate and sustain such an important initiative.

In **2000** for instance, Mutas started to broaden their services by organizing several assistance services in Belgium: personal and social alarm service, allocation of child minders

at home, non-urgent patient transport from and to hospitals and care centers, permanence for home care etc.

Until **2008** Mutas offered only assistance services to the Belgian HIF. At the same time more and more other social-profit organizations appealed to Mutas to start a collaboration to organize some services. So new partnerships in the social profit sector started with Mutas.

I talk all the time of Mutas. But in fact we became Mutas only in **2010**.

As I've said before, we have worked in the past in partnership with Eurocross Netherlands since the beginning in 1990, until 2010, that means for 20 years! In 2010 we became a full independent medical contact/alarm center. The largest of Belgium.

2012 Our IAG Core Partner membership in 2012 is an important landmark in the evolution of our organization.

Mutas has the expertise and the experience to provide high level medical assistance and other assistance services. But we are also convinced of the importance of international cooperation. The quality of our assistance relies on a solid network of different partners in Belgium and all over the world.

This is why we turned to IAG. Since the first meetings we have been seduced by the philosophy of the organization, the principle of equality, the mutual respect and the peer cooperation between independent emergency services.

Today Mutas is the largest medical alarm center in Belgium with a turnover of 6.000.000 €. 8,5 million (out of the 11 million Belgian inhabitants) members of the Health Insurance Funds and similar non-profit organisations (e.g. OCMW public services) have access to the different types of assistance.

Since 2012 IAG-members have also access to our services in the domain of medical assistance abroad.

