

# Assistance in Senegal

**Ibrahima SAMB**, Managing Director of Dakar Assistance, outlines the company's specialisms, and tells us about plans for the future



## Funeral services

Dakar Assistance also offers a funeral assistance service, which includes organisation of a funeral, administrative procedures after death, and the transport of the deceased to the appropriate place.

Our travel assistance services include booking flights, hotels and cabs, ensuring smooth, safe travel on business or pleasure.

Dakar Assistance is also planning to launch a mobile application in the near future. This application will allow users to book appointments with specialists in the country's most prestigious hospitals and clinics. It will also allow for telephone or home consultations, booking of ambulance transport, and various other practical services. Soon these features will benefit our customers thanks to our forthcoming application.

At Dakar Assistance, our main commitment is to respond quickly and efficiently to all our customers' needs, highlighting our expertise, our culture of innovation, and our ability to personalise our services for each customer to ensure their satisfaction. ■



**F**ounded in 2018, Dakar Assistance is a Senegalese company specialising in medical and technical assistance services, as well as travel assistance. In partnership with leading local and international insurance companies, we provide comprehensive medical and technical assistance to expatriates living in Senegal and the region.

As an active member of the International Assistance Group (IAG), an alliance of over 160 assistance companies around the world, we are committed to ensuring the efficiency of all our operations, whoever the caller may be. We work closely with leading hospitals in the region and are equipped with the latest technology.

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ambulance transport services, ensuring the safety and wellbeing of our patients.

When it comes to technical assistance, we will help in the event of problems with a vehicle, whether it's a breakdown, an accident or anything else. We offer towing services, on-the-spot breakdown assistance, and the possibility of providing a replacement vehicle, covering the whole of Senegal.



## The team

Our team is made up of experienced healthcare professionals and we have medical aircraft and ambulances to ensure high quality care. Our core values, which guide everything we do, include professionalism, responsiveness, efficiency, expertise, innovation, flexibility and personalisation of our services.

In the field of medical assistance, we offer consultations and home visits, repatriation by air – whether commercial or medical – and



## Ibrahima SAMB

Managing Director | Dakar Assistance

Ibrahima SAMB, of Senegalese origin, worked as a Senior Assistant at Filo Diretto (an international care company), now Nobis Assicurazioni, for 20 years. He was behind the creation of Conakry Assistance and Dakar Assistance. Ibrahima is firmly convinced that the economic and social stakes in Africa are so high that the creation of assistance companies such as Dakar Assistance and Conakry Assistance can help to meet the challenges in a continent where the health and social situation gives rise to serious concern, and where progress towards objectives is slower.