



**ASSISTANCE**

redefining / service



# Travel Assistance Program

Protection You Can Take With You When Away From Home

## What if I.....

- Forget my prescription medication while traveling?
- Become sick or injured while I'm traveling?
- Lose my passport?
- Need a physician referral during my holiday?

*Your Travel Assistance Program can help!*

## What is Travel Assistance?

Travel Assistance is an invaluable service that is provided and administered by AXA Assistance USA, Inc. This program offers you, your domestic partner and dependents travel and medical services, 24 hours a day, 365 days a year. With one quick toll-free phone call, you will receive assistance in obtaining the help you need through more than 40,000 pre-qualified providers worldwide.

Before you travel, you can obtain information about your visa, passport, inoculation requirements and local customs. You can also obtain 24-hour pre-departure information on weather, currency or holidays through the toll free number.

## How Do I Access Travel Assistance?

If you become sick or injured, require travel or financial assistance when traveling, call the number on the identification card provided below to access services. You will promptly be connected to a multilingual assistance coordinator who will be happy to assist you, 24 hours a day, 365 days a year by calling (888) 647-3105 or collect +1 (630) 766-7731. It's that easy!

### Travel Assistance Program

Within the United States  
**(888) 647-3105**  
Outside the United States  
**(630) 766-7731**

The Travel Assistance Program is available to you 24/7 while traveling away from home.  
THIS IS NOT A MEDICAL INSURANCE CARD.  
ALL SERVICES MUST BE PROVIDED BY AXA ASSISTANCE USA, INC.

### Travel Assistance Services Include:

- General travel information about visa, passport, inoculation requirements and local customs
- 24-hour pre-departure information (weather, currency, holidays)
- Political and natural disaster Evacuation\*
- Lost document and luggage assistance
- Urgent message transmission

### Medical Assistance Services Include:

- Physician/hospital/dental referrals
- Hospital admission validation
- Medical monitoring
- Evacuation and repatriation\*
- Prescription transfer
- Transportation to join patient\*
- Care for minor children\*
- Return of mortal remains\*
- Vehicle return

Travel assistance services are independently offered and administered by AXA Assistance USA, Inc. The services do not apply to the extent that trade or economic sanctions or regulations prohibit AXA Assistance USA, Inc., from providing assistance, including, but not limited to the payment of claims.

\*Please note that AXA will coordinate these arrangements at no extra cost but any expenses associated with these services (for example, air tickets, ground transportation, etc.) are governed by the exclusions and limitations of the Company's Group plan.