



# TRAVEL ASSISTANCE PROGRAM

A Highly Valued Employee Benefit



## EMERGENCY ASSISTANCE SERVICES

You and your covered dependents are automatically entitled to benefits under The Travel Assistance Program. Through this program, you have a variety of emergency assistance services available to you while you are travelling.

Obtaining the services you need is fast and easy! The attached identification card contains toll-free numbers to call when you need assistance. Multilingual operators are available 24 hours a day, 7 days a week.

The Travel Assistance Program offers the following features:

## MEDICAL EMERGENCY SERVICES

- Doctor, hospital, pharmacy and dentist referrals
- Verification of medical insurance
- Help with guarantees to providers
- Communications with family and doctor at home
- Arranging shipment of prescription drugs, medical equipment, prescription glasses and similar items
- Arranging for copies of medical records
- Arranging for transportation and escort for minors

## MEDICAL EVACUATIONS AND REPATRIATIONS

- Arranging for medically necessary evacuations
- Arranging for necessary medical treatment en route
- Arranging for the return of the remains of the insured person in the event of death away from home

## EMERGENCY TRAVEL AGENCY SERVICES

- Help with replacement of lost or stolen airline tickets
- 24-hour emergency travel service for airline and hotel reservations

## EMERGENCY LEGAL REFERRAL

- Arranging contact with a local English-speaking attorney
- Direction to embassies and consulates

## INSURANCE COORDINATION

- Assisting with filing of travel-related claims
- Verification of coverage to providers
- Help with documentation and translation

## LOST BAGGAGE/LOST PASSPORT ASSISTANCE

- Immediate telephone advice on procedures
- Contact and follow-up with common carriers to track lost or delayed baggage
- Assistance in getting baggage forwarded to the insured
- Notifying authorities of insured's lost passport
- Provide directions to insured for replacement of lost passport

## ADDITIONAL SERVICES

- Health precautions for medically remote areas
- Immunization requirements
- Special medical care arrangements
- Passport & Visa information
- Weather information
- Advice for handicapped or disabled travellers

The person named is eligible for certain Services and Benefits as outlined in the Service Agreement provided to the Group.

Before obtaining medical and non-medical assistance, call one of the phone numbers below:

**Telephone: U.S. & Canada 1-877-204-2017**  
**Outside Canada 0-715-295-9967 collect**