

# TRAVEL ASSISTANCE PROGRAM

## If you experienced a medical emergency while traveling, would you know who to call?

Whenever you travel 100 miles or more from home- to another country or just another city- be sure to pack your worldwide emergency travel assistance phone number! Travel assistance speaks your language, helps you locate hospitals, embassies and other “unexpected” travel destinations. Add the number to your cell phone contacts, so it’s always close at hand! Just one phone call connects you and your family to medical and other important services 24 hours a day.

## Use Your Travel Assistance Phone Number to Access

- Hospital admission assistance
- Emergency medical evacuation
- Prescription replacement assistance
- Transportation for a friend or family member to join a hospitalized patient
- Care and transport of unattended minor children
- Emergency trauma counseling
- Referrals to Western-trained, English-speaking medical providers
- Legal and interpreter referrals
- Passport replacement assistance

## 24/7 Services Anywhere in the World

Unum’s travel assistance services are provided by Assist America, Inc., a leading provider of global emergency assistance services through benefit plans. Assist America’s medically certified personnel are ready to help 24 hours a day, 365 days a year, and can connect you with pre-qualified, English-speaking and Western-trained medical providers anywhere in the world.

## Travel Assistance Frequently Asked Questions

### Q. Which countries can I travel to?

**A.** Assist America’s services have no geographical exclusions. Its worldwide network stands ready to help wherever your travel takes you.

### Q. Is my family covered?

**A.** Your spouse and dependent children up to age 19 (or the age specified by your medical plan) are covered. Spouses and children traveling on business for their employers are not eligible to access these services during those trips.

### Q. Are pre-existing conditions excluded?

**A.** No. Whether your medical emergency is the result of a new or pre-existing condition, Assist America’s trained representatives will help you find qualified medical care and facilities.

### Q. What about sports-related injuries?

**A.** Whether you’ve been involved in recreational or extreme sporting, worldwide emergency travel assistance will provide support for all your medical needs.

### Q. Who pays for the services I use if I have a travel emergency?

**A.** Assist America arranges and pays for 100% of the services the company provides, with no caps or charge-backs to either you or your employer. But you must call Assist America first- you can’t be reimbursed for services you arrange on your own

Don’t forget this travel essential!

Pack your worldwide emergency travel assistance phone number and leave travel worries at home

Whether traveling for business or pleasure, one phone call connects you to:

Multi-lingual, medically certified crisis management professionals

A state-of-the-art global response operations center

Qualified medical providers around the world

With the Assist America Mobile App, you can:

Call Assist America’s Operation Center from anywhere in the world with a touch of a button

Access pre-trip information and country guides

Search for local pharmacies (U.S. only)

Download a membership card

View a list of services

Search for the nearest U.S. embassy

Read Assist Alerts

To learn more or request your TAP wallet card, please contact your human resources department.