

# A Complete Suite of Assistance Services

# Travel Guard®

Included in Travel Guard Insurance Plans\*



## Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to your medical needs all over the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains assistance
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- Medical evacuation quote
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement



## LiveTravel® Emergency Assistance

LiveTravel® keeps you on the move. It's a unique service that is like having a dedicated around-the-clock travel counselor just a phone call away to solve last-minute travel problems or emergencies.

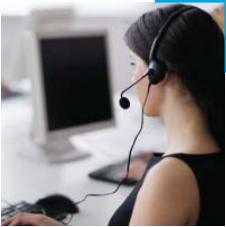
- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside assistance
- Rental vehicle return
- Guaranteed hotel check-in
- Missed connections coordination



## Worldwide Travel Assistance

Avoid hassles while traveling with this complete suite of travel help. Our assistance coordinators will help arrange your travel affairs and are always connected to the latest travel information.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Long-distance calling cards for worldwide telephoning
- Inoculation information
- Currency conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Worldwide public holiday information



## Concierge Services

You receive the comfort, care, and attention of Travel Guard's personal assistance coordinators available 24/7 to respond to virtually any request — large or small.

- Restaurant referrals and reservations
- Event ticketing
- Ground transportation coordination
- Golf tee time reservations and referrals
- Wireless device assistance
- Latest worldwide weather and ski reports
- Floral services
- Private air charter assistance
- Cruise charter assistance
- Latest sports scores
- Find, wrap, and deliver one-of-a-kind gifts
- Movie and theater information
- Latest stock quotes
- Special occasion reminders and gift ideas
- Lottery results
- Local activity recommendations



## Personal Security Services

You can feel safe and secure with Travel Guard's Personal Security Assistance at home or while traveling.

### SECURITY

- Arrange emergency & security evacuations
- Deployment of consultants to extract client to safety
- 24/7 access to security and safety advisories, global risk analysis and consultation specialist
- Immediate security intelligence of events occurring throughout the world
- Collaborate with law enforcement to assist with apprehension and prosecution of victim assailants

### IDENTITY THEFT\*

- Assist with ordering/reviewing credit bureau reports
- Assist with investigation of financial accounts
- Assist in coordinating communication with creditors
- Assist in identifying proper law enforcement
- Assist victim in reviewing account activity
- Obtain additional resources as needed

\*Identity Theft not available in New York.

For more information, call Travel Guard at 1.800.826.1300 or contact your travel agent.

Non-insurance services provided through Travel Guard offer assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler. The Insurance products available through Travel Guard are underwritten by National Union Fire Insurance Company of Pittsburgh, Pa., a Pennsylvania insurance company, with its principal place of business in New York, NY. The Policy will contain reductions, limitations, exclusions and termination provisions. Coverage may not be available in all states. \*Not all services are included in all plans. 1002 02/26/15

