An Essential Service for All of Your Travel Needs
Congratulations!

You now have access to the AXA Travel Assistance Program, an essential service provided by AXA Assistance USA, Inc. This service offers you and your dependents medical and travel assistance services, 24 hours a day, 365 days a year.

Participants have access to assistance services when faced with an emergency while traveling internationally, or domestically when more than 100 miles away from home; you and your dependents are eligible to access these services for up to 120 consecutive days for any given trip.* With one single phone call to (800) 565-9320 within the U.S. and +1 (312) 935-3654 outside the U.S. (collect), you and your dependents (whether traveling together or separately) will have immediate access to a broad range of travel assistance services.

Through this program, you will be connected to a global network of:

- Over 600,000 service providers
- Air and ground ambulance services
- Trained multilingual personnel who can assist you quickly and professionally in a travel emergency

### Medical Services

#### Medical and Dental Referrals
With a worldwide network of providers at our fingertips, this service is able to offer you referrals to primary care physicians, dentists, clinics and hospitals.

#### Coordinate Hospital Admission
This service will assist with pre-certification for admission and elective outpatient surgical intervention. In the event that a hospital does not recognize your medical insurance, we will assist in guaranteeing hospital admission for you or your dependents by validating your health coverage and/or assisting with arrangements to advance funds.

#### Critical Care Monitoring
During your hospitalization, our medical professionals will remain in regular communication with the treating facility to monitor your care.

#### Emergency Medical Evacuation
Whenever adequate medical facilities are not available locally, our medical professionals will recommend and arrange the appropriate method of transportation, equipment and personnel to evacuate you to the nearest facility capable of providing proper care.

#### Medical Repatriation
If you need medical assistance to return home, our medical professionals will determine the appropriate transportation method and assist with all necessary travel arrangements based upon your medical condition.

#### Transportation to Join Patient
If you are traveling alone and expected to be hospitalized for more than seven days, this service will provide round-trip common carrier transportation to the place of hospitalization for a designated family member or companion.

#### Return of Dependent Children
If a minor child is left unattended as a result of an accident or illness, this service will provide assistance with arranging transportation, with attendants if required, to return home.

#### Return of Mortal Remains
This service will arrange the transportation, and offer reasonable assistance in legal formalities, for the return of mortal remains.

#### Vehicle Return Services
In the event that you need to be medically repatriated or evacuated to your home, this service will coordinate and manage all arrangements needed for the return of your unattended vehicle.

#### Escort Services
In the event that you need to be medically repatriated or evacuated, this service will arrange for a family member or companion who is traveling with you, to escort you to your destination.

#### Transportation of Travel Companion
If you need to be evacuated or repatriated, this service will coordinate all arrangements for a family member or companion to join you. If our medical professionals cannot adequately assess the need for medical transport or evacuation, we will dispatch a physician to your location to make an assessment.

#### Dispatch of Prescription Medication
If you forget or lose a prescribed medication, this service will assist with replacement medication. If the medication is not available locally, we will coordinate the dispatch of prescription medication, when possible and legally permissible, or provide you with an appointment with a physician in order to re-establish the prescription. This service is also available for medical devices, eye glasses and contact lenses.
Travel Services

Lost Document and Lost Article Assistance
This service will assist with arrangements to replace or forward copies of lost or stolen documents, including passports, driver’s licenses and credit cards, as well as assist with procedures to file loss reports and to recover lost or stolen articles such as luggage.

Pet Housing and Return
This service can assist with pet-friendly hotel accommodations, boarding facilities and travel home for pets.

Emergency Cash and Bail Assistance
If your wallet is stolen, this service can help arrange an emergency cash advance. This service can also provide assistance in obtaining bail bonds, where available.

Legal Referrals
This service will provide referrals to an interpreter or legal personnel to you as necessary.

Arrangement for Political Evacuation
This service can arrange for the repatriation on political grounds for all covered travelers located in countries when their home country government calls for evacuation.

Urgent Message Relay
This service will relay emergency messages on the member’s behalf.

Online General Travel Information
Before you travel, this service can provide information about visa, passport, immunization requirements and local customs. You can also obtain 24-hour pre-departure information on weather, currency or holidays. This service can be provided 24/7 over the phone by our Assistance Coordinators and also through an online tool.

How to Access Services
Next time you or your family members are traveling and need assistance, remember to use the phone number on the back of your Travel Assistance ID card. Be sure to carry the card with you at all times. One simple phone call to the Response Center puts you in touch with trained staff that will ensure your call is handled in an appropriate and timely fashion.

Exclusions
Travel Assistance Services will not be provided or available for any loss or injury that is caused by, or results from:

• Suicide, attempted suicide or any intentionally self-inflicted injury while sane or insane (in Missouri, sane only).

• Act of declared or undeclared war (political evacuation not subject to this exclusion.)

• Participating in, or practicing for, professional sports.

• Piloting or learning to pilot or acting as a member of the crew of any aircraft.

• The commission of or attempt to commit a felony by the Insured Person or the Insured Person’s being engaged in an illegal occupation as a contributory cause.

• Normal childbirth, normal pregnancy (except Complications of Pregnancy) or voluntary induced abortion.

• Mental or nervous condition, unless hospitalized.

• Participating in maneuvers or training exercises of an armed service, except while participating in weekend or summer training for the reserve forces of the United States, including the National Guard.

Note
The maximum benefit per person for costs associated with medical evacuations, repatriations or the return of mortal remains is $150,000 USD per occurrence. All additional costs associated with these or other medical and travel services will be the responsibility of the member.

Contact your primary health insurance carrier for consideration of coverage for medical expenses.

Additional travel assistance services will be provided by AXA Assistance USA, Inc. at no extra cost. AXA Assistance USA, Inc. is not responsible for third party costs associated with these services. Please remember that the Response Center needs to be contacted to activate these services.

Treatment must be authorized and arranged by AXA’s designated personnel to be eligible for services under this program. All services must be provided by or coordinated through AXA Assistance USA, Inc. No claims for reimbursement will be accepted.

For your convenience, please cut out the card on the back cover of this brochure and always carry it with you while traveling.

24 hours, 7 days a week, 365 days a year, worldwide

* Applicable laws or policy terms may limit available coverage and benefits.

Travel assistance services are independently offered and administered by AXA Assistance USA, Inc. (AXA). Insurance benefits for the program are underwritten by a third party licensed insurance company.
Travel Assistance Program

If you have any questions about the services or need travel assistance, please call the Travel Assistance Program Hotline:

(800) 999-1685 • (312) 935-3626 (collect)
medassist-usa@axa-assistance.us

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