

PERSONAL SERVICES:

Receive the comfort, care, and attention of our 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

Non-insurance benefits provided through Travel Guard offer traveler 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.

ASSISTANCE SERVICES

**Worldwide Travel Assistance
Personal Services**

**Security Assistance
Travel Medical Assistance**

To activate your assistance website services, please log on to:
www.chartisinsurance.com/travelguardassistance
Click on 'Sign In' and register to become a new member.

This card does not guarantee coverage. Coverage is subject to policy terms, conditions and exclusions.

WELCOME TO CHARTIS

Through Travel Guard, our wholly-owned global assistance operation, we provide the confidence that help is only a phone call away if the unexpected happens while you are traveling.

CHARTIS 



WORLDWIDE TRAVEL ASSISTANCE:

Travel is never a hassle with this complete suite of travel help. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information. Just a phone call away to solve last minute travel problems or emergencies.

- 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
- Inoculation information
- Embassy or consulate referral
- 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
- Flight and hotel rebooking
- Rental vehicle booking and vehicle return
- Guaranteed hotel check-in

TRAVEL MEDICAL ASSISTANCE:

From physician referrals to coordination of medical evacuations, we attend to medical needs anywhere in the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/ vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- 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

SECURITY ASSISTANCE:

Feel safe and secure with our Security Assistance at home or while traveling. Regional and subject matter specialists are on call to assist with up-to-the minute, destination-specific advisories.

- Security evacuation assistance with immediate on-the-ground physical response to help travelers in lifethreatening security situations, anywhere in the world
- 24-hour response services to assist employees and their families during an incident
- Security and safety advisories
- Global risk analysis
- Consultant referrals to extract client to safety
- Consultation with security specialists to discuss any safety concerns for your travel location or if you need immediate assistance while you are away
- Confidential storage of personal profile for emergencies
- Up-to-the-minute information on current world situations
- Language translation support and services

Please detach and carry with you at all times during the course of your trip.

CHARTIS 

ASSISTANCE SERVICES

GROUP NAME:

POLICY #:

TOLL-FREE:

INTERNATIONAL COLLECT:

CUSTOMER SERVICE E-MAIL: assistance@chartisinsurance.com

