

TRAVEL ASSISTANCE

24/7 TRAVEL AND MEDICAL EMERGENCY SUPPORT SERVICES

Travel Assistance services are available to support you and your dependents when traveling more than 100 miles from home, domestically or internationally, whether for business or pleasure, 24/7/365.



SERVICES INCLUDE:

MEDICAL EMERGENCY SUPPORT | NON-MEDICAL EMERGENCY SUPPORT | TRAVEL PORTAL

MEDICAL EMERGENCY SUPPORT

Medical emergencies don't always involve hospitalization, but you still need support when you are in an unfamiliar place. That's why we built in many other valuable support services you can use. Call us for:

- » Medical and dental referrals for emergency or urgent care
- » Facilitation of hospital payments to ensure there is no delay in accessing care
- » Assistance with transfer of medical records
- » Emergency-related travel arrangements
- » Doctor recommendations for follow-up when you return home

NON-MEDICAL EMERGENCY SUPPORT

When you're traveling, you may be faced with other types of emergencies as well. We can help you:

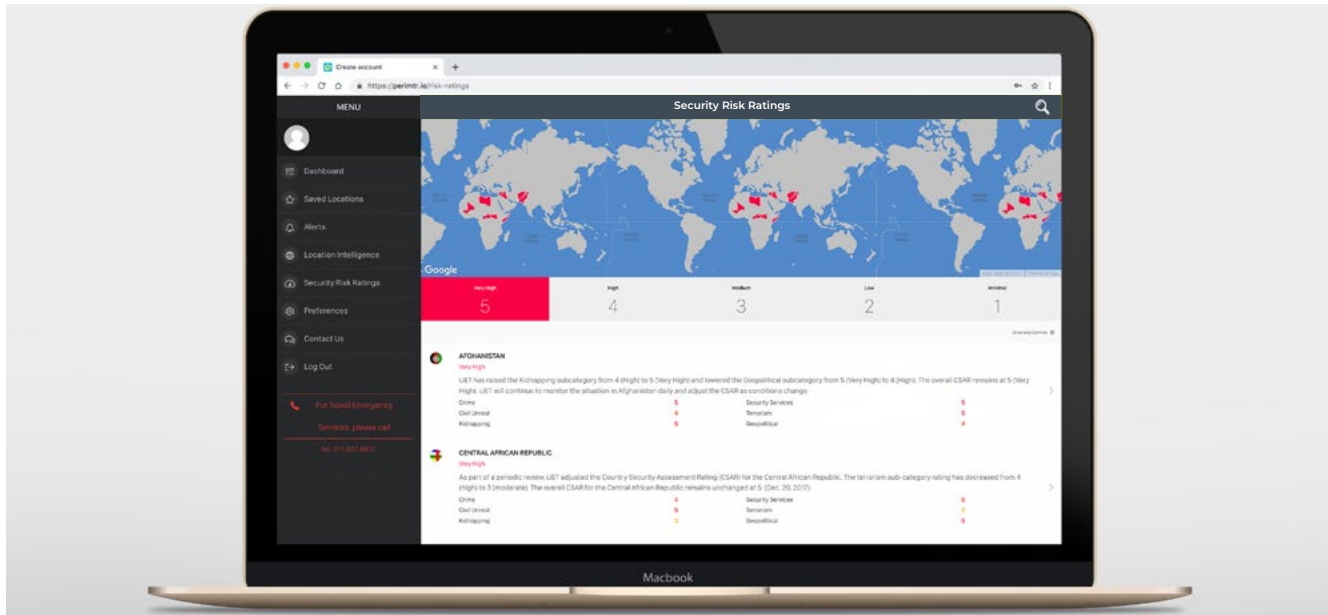
- » Replace lost or stolen passports, tickets, luggage and other important travel documents
- » Transfer funds
- » Locate legal assistance
- » Get access to immediate verbal translation assistance in a variety of languages in an emergency
- » Coordinate emergency pet housing and/or pet return of a pet left unattended as a result of your injury or illness

TRAVEL PORTAL

Travel Portal is available on mobile devices, which provides:

- » Worldwide security assesment ratings
- » Destination intelligence and support monitoring for 10 threat categories (security, transportation, health, entry/exit, financial, language, cultural, environmental, legal and technology)
- » Real time alters and warnings via emails

Travel Assistance services are provided by IMG and subject to their [terms, conditions, limitations and exclusions](#).



When you visit your travel portal, you will find a wide array of travel assistance support information. Here are a few of the provided services:

LOCATION INTELLIGENCE REPORTS

You have online access to location-specific, intelligence reports and recommendations regarding these categories:

- Environment
- Infrastructure and Travel
- Language
- Legal Overview
- Conducting Business and Business Hours
- Communication Services Available

SECURITY RISK RATINGS (CSAR)

Powered by WorldAware, your security assessment ratings are available for both country and city and are based on a 1-5 scale (with 1 the lowest risk and 5 the highest risk). These ratings are based on six parameters:

Crime: Prevalence of petty crime, violent crime and random violence that could threaten foreigners.

Security Services: Trustworthiness and capability of local police and security services.

Civil Unrest: Level of civil unrest, violent demonstrations, and prevalence of anti-government and/or anti-foreign sentiment.

Terrorism: Level of terrorist activity, including terrorist acts targeting domestic and international targets and state-sanctioned terrorism.

Kidnapping: Occurrence of kidnapping for ransom and political leverage.

Geo-Political Stability: Relative assessment of the political infrastructure and economic stability.

WORLD CUE® TRAVEL INTELLIGENCE ALERTS

These real-time alerts provide you with up-to-the-minute updates on developing security situations, specific to your personalized worldwide location(s). When you log into the travel portal, you can sign up to receive the alerts via email. You can also customize alerts by category (e.g., security, health, transportation, etc.) and severity level (e.g.; critical only; critical and warning or critical, warning and informational).