



Travel Assistance Program

Protection You Can Take With You When You Travel

Have you ever...

- ...forgotten your prescription medication while traveling?
- ...become sick or injured while you were far away from home?
- ...lost your luggage?

The AXA Travel Assistance Program can help.

What is the AXA Travel Assistance Program?

The **AXA Travel Assistance Program** is an invaluable travel assistance service that offers you and your dependents medical, travel, legal and financial assistance services, **24 hours a day, 365 days a year**, while traveling internationally or domestically over 100 miles from home. With one quick phone call, toll free (800) 565-9320 or collect +1(312) 935-3654, to our alarm center, you will receive assistance in obtaining the help you need through more than 600,000 pre-qualified providers in more than 238 countries. Some of the services include:

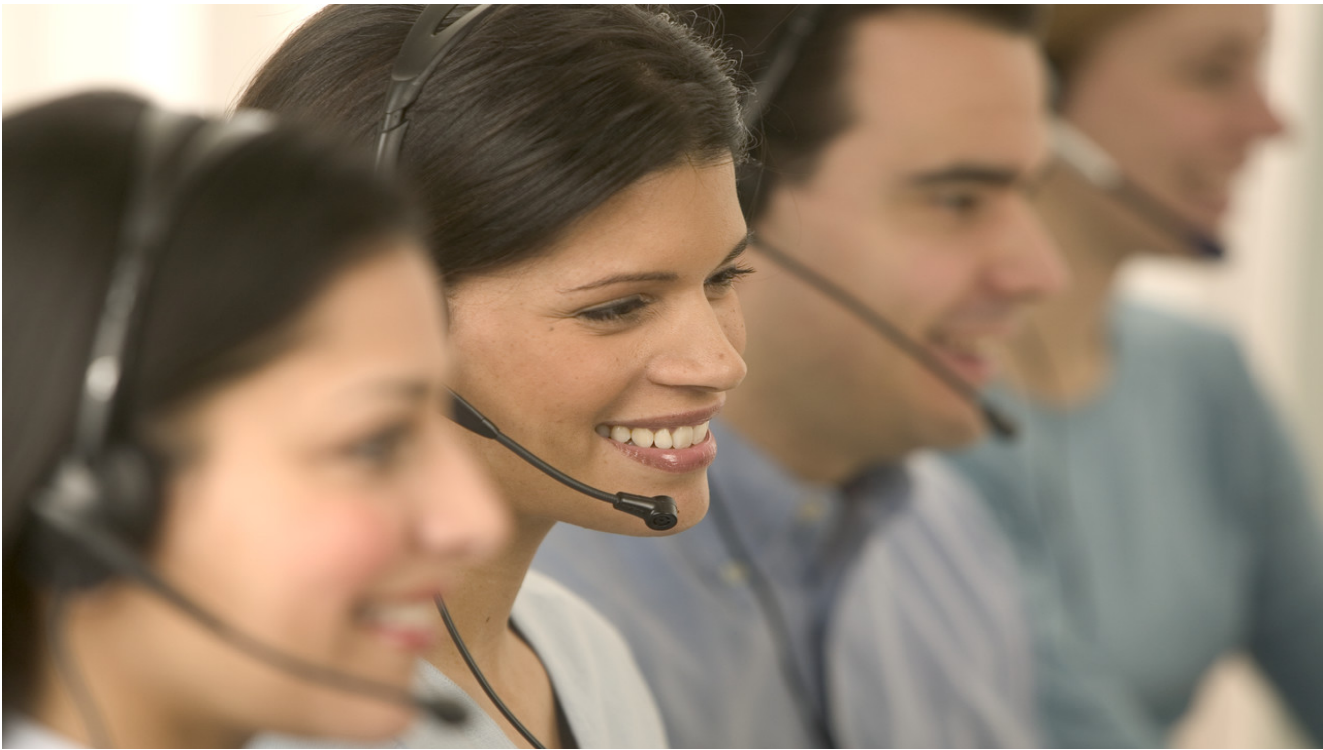
Travel and financial services

- General travel information about visa, passport, inoculation requirements and local customs
- Legal referrals
- Lost document and luggage assistance
- Emergency cash/bail assistance
- 24-hour pre-departure information (weather, currency, holidays)
- Urgent message transmission
- Political evacuation

Plus, you'll have access to medical assistance services

- **Physician, hospital and dental referrals**
- **Hospital admission guarantee and medical monitoring**
- **Emergency Evacuation** - Whenever adequate medical facilities are not available locally, the Travel Assistance Program will provide whatever mode of transport, equipment and personnel necessary to evacuate you or your dependents to the nearest facility capable of providing proper care (up to a limit of \$150,000)
- **Medically Supervised Repatriation** - If you or your dependents are ready to be discharged from the hospital but still are in need of medical assistance, this service will repatriate you or your dependents to a rehabilitation facility or home, and if medically necessary, will provide a medical or non-medical escort (up to a limit of \$150,000)
- **Return of Mortal Remains** - If a participant dies while traveling, this service will transport and offer every reasonable assistance in legal formalities, for the return of mortal remains (up to a limit of \$150,000).
- **Transportation to Join Patient** - If you or your dependents are traveling alone and will be hospitalized for more than seven days, the Travel Assistance Program will provide round-trip common carrier transportation to the place of hospitalization for a designated family member or personal friend (limited to a single visit, on Economy Transportation)
- **Care for Minor Children** - If a minor child is left unattended as a result of an accident or illness, the Travel Assistance Program will provide one-way transportation, with attendants if required, to the place of residence on Economy Transportation
- **Vehicle Return** - In the event a participant should suffer from a certified illness, injury or death which requires emergency medical evacuation/medically necessary repatriation or transportation of mortal remains and is thereby unable to drive his/her vehicle, this service will provide vehicle return service for ground vehicles (up to a limit of \$1,000)





What are the conditions that would prevent me from receiving the Travel Assistance services?

The AXA Travel Assistance Program provides a wide variety of services through AXA Assistance USA, Inc. However, there are some conditions that would not be covered. Whenever a trip exceeds 120 days, the participant is no longer in traveling status and no longer requires or is eligible for AXA Travel Assistance Program services. Also, these services will not evacuate or repatriate participants without the assistance provider medical authorization; with mild lesions, simple injuries such as sprains, simple fractures, or mild sickness that can be treated by local doctors and do not prevent the member from continuing his or her trip or returning home; with infections under treatment and not yet healed. AXA Travel Assistance Program services will exclude the above services when travel is undertaken for the specific purpose of securing medical treatment such as intentionally self-inflicted injuries; suicide or attempted suicide; piloting or serving as a crewmember in any aircraft (except as provided by the Policy); commission of, or attempt to commit, a felony; pregnancy and childbirth, except for complications of pregnancy; mental and nervous disorders unless hospitalized; participation in or

practice for professional sports; war or any act of war, whether declared or not; a Covered Accident that occurs while on active duty service in the military, naval or air force of any country or international organization. Upon Our receipt of proof of service, We will refund any premium paid for this time. Reserve or National Guard active duty training is not excluded unless it extends beyond 31 days. Treatment must be authorized and arranged by AXA Assistance USA, Inc. designated personnel to be eligible for services under this program. Non-medical services such as hotel, restaurant, taxi expenses or baggage loss while traveling are not covered.

How Do I Access the AXA Travel Assistance Program?

When your coverage becomes effective, you will be provided with a travel assistance identification card, along with an informative brochure that highlights the available services. If you become sick or injured, require travel or financial assistance when traveling 100 miles or more from home, call the number on the identification card to access services. You will be promptly connected to a multilingual assistance coordinator who will be happy to assist you, 24 hours a day, 365 days a year by calling toll free (800) 565-9320 or collect +1(312) 935-3654. It's that easy!

Get the travel assistance services you need 24 hours a day, 365 days a year