

## **ASSISTANCE SERVICES**

Subject to the conditions described herein, Travel Guard Worldwide, Inc., (herein called the "Company") makes the following services (herein called "Services") available for the policyholder or the participating organization, where indicated, and to those eligible insureds described in the policy (herein called "Eligible Persons"). Travel Guard Worldwide, Inc., is a wholly-owned company of AIG.

### **I. EFFECTIVE DATE OF SERVICES**

Services shall be provided effective at 12:01 A.M. Standard Time at the policyholder's or participating organization's address as of the date the policy takes effect (herein the "Effective Date") and shall continue in force until the termination of the policy.

### **II. CONDITIONS OF AVAILABILITY OF SERVICES**

The Company will provide the Services within the countries where such Services are available and are lawful to be provided.

### **III. DESCRIPTION OF SERVICES**

#### **TRAVEL MEDICAL ASSISTANCE**

**Emergency medical evacuation transportation assistance** - If a customer suffers an injury or illness that requires medical treatment or hospitalization, we will coordinate and arrange emergency medical transportation to the nearest most appropriate medical facility. Once the customer is stabilized, our agents coordinate his/her return to a hospital near home.

**Physician/hospital/dental/vision referrals**- The customer will be provided with a list of physicians, dentists and optometrists in the area in which they are traveling.

**Repatriation of mortal remains** – We will arrange for the preparation and air transportation of a traveler's mortal remains to their country of domicile in the event of death while traveling.

**Return travel arrangements** – In the event of hospitalization, arrangements will be made for unattended minors traveling with the client to be flown home.

**Emergency prescription replacement** - If medications are lost or stolen, we will assist the customer in obtaining new prescriptions and also in shipping to the customer at their current location.

**Dispatch of doctor or specialist** – We will arrange for a medical consultation or doctor visit if the client is unable to visit a doctor.

**In-patient and out-patient medical case management**- If the customer is hospitalized, when traveling away from home, our medical advisors monitor the case from initial admission until discharge by maintaining close contact with the patient's attending physician, family doctor, and family. Our medical advisors also help determine if adequate care is available locally and if necessary, facilitate the evacuation of the customer to the nearest appropriate medical facility.

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**Qualified liaison for relaying medical information to family members** – We will facilitate communications between the client and their family if the client is unable to do so.

**Arrangements of visitor to bedside of hospitalized insured** – Arrangements for relatives or visitors to travel to the client's bedside can be made through our 24-hour assistance center.

**Eyeglasses and corrective lens replacement assistance-** We will locate a service provider to replace eyeglasses or corrective lenses that may have been misplaced, stolen or damaged.

**Direct billing to medical providers-** We will coordinate with the medical provider to arrange direct billing, when available.

**Medical cost containment/expense recovery and overseas investigation-** We work directly with service providers to achieve significant discounts, audits medical expenses and will pursue an investigation if a resolution cannot be achieved between us and the service provider.

**Medical bill audits-** We assess all medical bills to ensure services provided are appropriate to the medical treatment needed and all that charges are reasonable and customary.

**Shipment of medical records-** We can provide assistance in shipping of needed medical records to the attending facility of the patient.

**Medical equipment rental/replacement-** Travel Guard will locate a facility or provider that would have medical equipment available to the traveler and coordinate between the two parties.

### **Worldwide Travel Assistance**

**Lost baggage search; stolen luggage replacement assistance** – We can assist with the return of lost luggage by coordinating efforts with the commercial carrier. In the event that an item is lost while traveling, we will assist the customer in the search for the lost item. We will coordinate getting the luggage to their current destination or home.

**Lost passport/travel documents assistance** - Travel Guard will assist in the replacement of lost or stolen travel documents, passports or visas.

**ATM locator-**We can locate the specific ATM locations worldwide that accept the caller's credit card or other card requirements.

**Emergency cash transfer assistance** - We will help members obtain cash advances in local or US currency for medical emergencies or other travel needs.

**Travel information including visa/passport requirements** – We can provide the customer with information such as passport/visa requirements and assist in expediting the procurement of these documents.

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**Emergency telephone interpretation assistance** - We provide emergency telephone translation services in all major languages and offers referrals to interpreter services.

**Urgent message relay to family, friends or business associates** – We will assist with contacting family or friends in the event of an emergency situation while the customer is traveling

**Up-to-the-minute travel delay reports-** We can assist in providing the most up-to-date travel delay reports and information.

**Inoculation information-** We will provide the caller with inoculation recommendations that may be needed prior to traveling to their destination.

**Embassy or Consulate Referral** - Embassies and consulates are excellent sources for information and assistance to customers while traveling. We will provide the customer the address and phone number of the local embassy or consulate.

**Currency conversion or purchase-** We can provide foreign exchange rates throughout the world and assist with the purchase of foreign currency.

**Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures-** We will provide the most up-to-date information regarding medical advisories, epidemics, immunizations and preventative measures in the desired location.

**Up-to-the-minute travel supplier strike information-** We will provide the latest information available regarding travel supplier strikes and how it may affect the traveler.

**Legal referrals/bail bond assistance** - We will provide the customer with convenient legal referrals in their general area.

**Flight and hotel re-bookings** – We are available 24/7 to help customers rebook flights or hotel reservations in the event of a flight cancellation, delay or schedule change.

**Rental vehicle booking and vehicle return-** We are available 24/7 to assist the customer in booking car rentals domestically and internationally. If a customer is traveling and has to abandon a rental due to an emergency, we will arrange for the vehicle's return to a location designated by the rental company.

**Emergency return travel arrangements-** In the event of an emergency we are available to assist 24/7 with making hotel, flight and car rental arrangements to assist the customer in returning home.

**Roadside Assistance** - We can assist in dispatching a tow truck or other appropriate roadside event (lock-out, gas, battery, etc) to the customer's location in the event of a roadside emergency.

**Guaranteed hotel check-in-** In the event of a travel delay, we can assist in calling the customer's hotel to guarantee a late arrival check-in. We will also guarantee a hotel in the event the customer has had their credit card stolen/lost.

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## **PERSONAL SERVICES**

**Restaurant referrals and reservations** - Worldwide dining referrals and reservations made on behalf of the customer, based on availability.

**Event Ticketing** - Assistance with obtaining tickets to sporting, theater, concert and other events, based on availability.

**Ground transportation coordination** – Coordination of car or limo arrangements including transportation to and from the airport, hotel, meetings and more.

**Golf tee time reservations and referrals** - Assistance with scheduling tee times and making course recommendations, based on availability.

**Wireless device assistance**- Assistance with cell phones, personal digital assistants (PDAs) and other wireless devices, such as locating carrier stores, technicians, repair shops, replacement services when device is lost, stolen, or inoperable

**Latest worldwide weather and ski reports**- 24/7 update on destination weather as well as ski conditions throughout the world

**Floral Services** - Coordination of flower delivery for birthdays, anniversaries, holidays and other special occasions.

**Private air charter assistance**- Coordination with Private air charters to gain access, availability and booking.

**Cruise charter assistance**- Assistance with establishing availability and booking of cruise charters.

**Latest sports scores**- 24/7 updates on sports scores.

**Find, wrap, and deliver one-of-a-kind gifts**- Assistance in finding unique gifts for friends and family, including gift wrapping and delivery

**Movie and theater information**- Assistance with obtaining information about movie or theater events playing within a specific area. Travel Guard also obtains the tickets to theater or movie events, based on availability.

**Latest stock quotes**- Up-to-the-minute stock quotes

**Special occasion reminders and gift ideas**- Never miss a birthday, anniversary or special day while traveling. All special occasions are kept within Travel Guard. Client Services database and a reminder is sent 48 hours prior to the day. Coordination of finding unique gifts for friends and family, including gift wrapping and delivery are included.

**Lottery results**- Up-to-the-minute lottery results

**Local activity recommendations**- Worldwide local activity referrals and reservations made on behalf of customer, based on availability

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## **SECURITY ASSISTANCE**

**Security evacuation assistance**— immediate on-the-ground physical response to help travelers in life-threatening security situations, anywhere in the world.

**Immediate 24-hour support services** - employees and their families can receive support and information 24/7/365 during an incident involving personal security and/or safety; in-language support available. Services available on-line, via phone or e-mail.

**Security and safety advisories**, - receive up-to-the-minute information on current situations and threats from security specialists

**Global risk analysis** – in-depth global risk analysis by country/city

**Consultation with security specialists** – discuss any safety concerns for your travel location or if you need immediate assistance while you are away

**Consultant referrals to extract client to safety**- assist the customer to be extracted safely from a dangerous situation/event to the nearest safe-haven

**Personalized Security Reports** - Providing in-depth information for over 160 countries and 80 cities worldwide, we will provide security advice on how to keep your employees, group participants and travelers both safe and secure.

**Confidential Storage of Personal Profile** - provide a secure database of relevant customer data (medical data, credit card information and others) and transmit this information to requested contacts.

**Up-to-the-minute information on current world situations** — provide updates on political instability, civil unrest, disease outbreaks, crime patterns & terrorism news from around the world

**Language Translation Support** – provide language translation services to you're your employees stay informed while they are abroad

**Urgent Message Alerts and Relays**- after providing travel itinerary details or locations of special interest, receive alerts on evolving situations in those areas that would impact travel to them

## **IV. LIMITATION**

The Company reserves the right to suspend, curtail, or limit any or all of the Services at any time in the event of war, riot, insurrection, opposition by legal and administrative authorities of the country in which the Eligible Person becomes ill or is injured, or acts of God. The Company will, however, provide services to the best of its ability during such occurrence.

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The Company reserves the right to suspend, curtail, or limit any or all of the Services at any time with written notice to the policyholder or the participating organization if the Company determines that to provide or continue to provide the Services would put the Company in violation of any applicable laws, regulations or ordinances.

#### **V. DISCLAIMER**

In all cases, the medical professional or any attorney suggested by the Company shall act in a medical or legal capacity on behalf of the Eligible Person only. The Company assumes no responsibility for any medical advice or legal counsel given by the medical profession or attorney. The Eligible Person shall not have any recourse to Company by reason of its suggestion of a medical professional or attorney or due to any legal or other determination resulting therefrom.

#### **VI. SUBROGATION**

The Company shall be subrogated, up to the value of the Services it has provided, to the rights and causes of action of the Eligible Person against any party responsible for acts giving rise to injury or sickness for which the Company renders assistance or for any other matter for which the Company incurs costs in providing Services under this Agreement.

**\*\*Services outlined in this Service Agreement are subject to policy terms and conditions**