



## Live life. You're covered.®

Congratulations! You and your dependents now have access to the Travel Assistance Program provided by AXA Assistance USA, Inc. This program offers you a broad range of valuable travel and medical support services **24 hours a day, 7 days a week, 365 days a year**. With one simple phone call to our response center, you will be connected to a global network of providers to assist you when you travel 100 miles or more from home.

### Travel assistance services

- **Travel assistance**
  - Lost document and luggage assistance
  - Emergency cash/bail assistance
  - Emergency message transmission
  - Telephone interpretation
  - Legal referrals
  - Pre-trip and cultural information
  - Vaccination recommendations
  - General travel information
  - Vehicle return<sup>1</sup>

### Medical assistance services

- **Medical transportation assistance<sup>1</sup>**
  - Emergency medical evacuation
  - Medical repatriation
  - Return of mortal remains
  - Return of traveling companion
  - Visit of a family member or friend
  - Return of minor children
  - Dispatch of physician
- **Medical assistance**
  - Medical and dental referrals
  - Coordination of hospital admission
  - Critical care monitoring
  - Dispatch of prescription medication



## Do you need assistance?

If you have any questions about the services or require assistance, please contact us at:

**(866) 384-2786 OR (630) 616-4536 (collect) OR [medassist-usa@axa-assistance.us](mailto:medassist-usa@axa-assistance.us)**

## Just a phone call away

Travel information and medical assistance services can be accessed worldwide **24 hours a day, 7 days a week, 365 days a year.**

## Travel Eye: Your dedicated information portal

Travel Eye offers useful intelligence designed to provide necessary knowledge throughout the life cycle of your trip. Through the portal, you have access to the most accurate, real-time information on global events, security and medical risks per country as well as access to AXA's global medical network. Register by visiting: [accounts.travel-eye-axa.com/en/registration/usa\\_life\\_emp](https://accounts.travel-eye-axa.com/en/registration/usa_life_emp).



**US**Able Life<sup>SM</sup>

## TRAVEL ASSISTANCE PROGRAM

Carry this card with you when you travel.

**DID: (630) 616-4536 | TFN: (866) 384-2786**

## CALL AXA ASSISTANCE IF YOU REQUIRE:

- Medical and dental referrals
- Medical evacuation or repatriation
- Hospital admission and critical care monitoring
- Return of mortal remains
- Dispatch of prescription medication
- Lost document and luggage assistance
- Emergency cash and bail assistance
- General travel information

*This is not a medical insurance card. All services must be authorized and provided by AXA Assistance USA, Inc. No reimbursements will be accepted.*

## Program guidelines

Services will not be provided or available for any loss or injury that is caused by, or a result of:

- A mental nervous condition or diagnosis
- Traveling against the advice of a physician
- Traveling for medical treatment
- Pregnancy and childbirth (*exception: complications of pregnancy*) or voluntary-induced abortion

*<sup>1</sup>Program Terms: When traveling 100 miles or more away from home for up to 120 days, medical emergency transportation services include the arrangement and payment for any reasonable and customary charges determined by AXA Assistance USA, Inc. Vehicle return service is applicable upon activation of medical emergency transportation.*

*No reimbursements for out-of-pocket expenses will be accepted.*

*All additional costs are the responsibility of the member. Services will be provided as permitted under applicable law. Services must be authorized and arranged by AXA Assistance. Travel assistance services are not insurance.*



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