



Dream. Explore. Travel On.



MEDICAL SERVICES

MEDICAL ASSISTANCE

Our multi-lingual professionals are available 24 hours a day to provide help, advice and referrals for medical emergencies. They will help you locate local physicians, dentists or medical facilities.

MEDICAL CONSULTATION AND MONITORING

If you are hospitalized, we contact your treating physician to monitor your condition, assure you are receiving appropriate care and assess the need for further assistance. We will also contact your personal physician and family back home when necessary or requested to keep them informed of your situation.

MEDICAL EVACUATION

When medically necessary, we will arrange and pay for appropriate transportation - including an escort, if required - to a suitable hospital, treatment facility or home. Payment for medical evacuation is available only for covered claims and up to the amount of coverage provided in the policy. All medical transportation services must be authorized and arranged by On Call International. In the event of an unauthorized Medical Evacuation, reimbursement may be limited or coverage may be invalidated.

EMERGENCY MEDICAL PAYMENTS

If payment is required prior to admission, treatment or discharge, we will assist you by advancing funds or guaranteeing payments (up to the policy limit) to a hospital or other medical provider.

PRESCRIPTION ASSISTANCE

If your prescription medications are lost, stolen or spoiled during your covered trip, we will assist you with replacing them locally or by special courier.

24/7 TRAVEL ASSISTANCE BEFORE & DURING YOUR TRIP

Travelex partners with On Call International to provide travel assistance & concierge services for the following travel protection plans: Travel Basic, Travel Select, 360° Group, 360° Student Group, Custom Travel Secure, Flight Insure plans and Partner Advantage.

NEED ASSISTANCE?

If you purchased a travel protection plan, On Call International is available to assist you 24/7 if you have an emergency or need assistance before and during your trip. Email mail@oncallinternational.com or call:

- 855.892.6495 (toll free within USA and Canada)
- 603.328.1373 (call collect outside USA and Canada)

DEPENDENT TRANSPORTATION

If a minor age 18 or younger is left unattended on a covered trip due to the hospitalization or death of an accompanying adult, we will arrange for the minor's return home, including escort expenses.

FAMILY VISITS

If traveling alone and you are hospitalized 7 or more days, we will arrange transportation for a loved one to visit you.

REPATRIATION OF REMAINS

In the event of death while on a covered trip, we will arrange for the preparation and transportation required to return your remains home.

DID YOU KNOW?

- Average medical evacuation costs can be \$25,000 within North America and as much as \$100,000 from Europe depending on location
- Average nurse escort costs about \$11,000 within North America and about \$24,000 from Europe
- If you have a medical emergency, Travelex takes care of foreign and domestic medical arrangements, so you can focus on recovery

TRAVEL ASSISTANCE SERVICES

24 HOUR LEGAL ASSISTANCE

If you encounter legal problems while on your covered trip, we will help you find a local legal advisor. If you are required to post bail or provide immediate payment of legal fees, we will assist you in arranging a funds transfer from family or friends.

MESSAGE SERVICES

We will transmit emergency messages to family, friends or business associates, advising you letting you know the message was received or if we have difficulty delivering the message. We will even relay non-emergency email or phone messages on your behalf at any time during your covered trip.

LANGUAGE INTERPRETATION SERVICES

We provide interpretation services in major languages and will refer you to appropriate local services if needed.

EMERGENCY CASH TRANSFER

In medical or travel emergency situations where additional funds are required, we will help arrange an emergency cash transfer (such as wire transfer or travelers checks) of your funds from home or from your family/friends.

PRE-TRIP TRAVEL SERVICES

We provide 24 hour information, help and advice for your upcoming covered trip, such as:

- Passport/Visa Requirements and Replacement
- Travel Health Advisories
- Vaccine Requirements and Recommendations
- Government Agency Contact Information (i.e. Embassies and Consulates)
- Currency Information
- Weather Information

TRAVEL DOCUMENT AND TICKET REPLACEMENT

If your passport, visa or other important travel document is lost or stolen while on your covered trip, we will help secure your replacements.

We can even assist if your airline or other travel ticket is lost or stolen. We will help with reporting your loss, reissuing your tickets and obtaining an emergency cash transfer if needed.

This is a brief description of services. Please refer to the state specific policy for full details. 04.18



DID YOU KNOW?

- After purchasing a Travelex plan, travel assistance services are available to you while planning for and during your covered trip
- 24/7 travel advice by phone and email
- Services provided by local/regional experts when possible

CONCIERGE SERVICES

- Restaurant/Hotel Recommendations and Reservations
- Local Transport Information and Reservations
- Event Ticketing and Suggestions
- Golf Course Referrals and Tee Times
- Lost/Delayed Baggage Return Assistance

BUSINESS SERVICES

- Help Locating Express Delivery Sites, Internet Cafes and Print/Copy Services
- Phone and Web Conference Arrangements
- Emergency correspondence & business communication assistance
- Emergency Messaging to Customers, Associates and Stakeholders
- Travel Delay and Flight Status Information
- Worldwide Business Directory for Equipment Repair and Replacement
- Emergency Travel Arrangements