An essential service for all your travels

Travel Assistance Program
Congratulations!

You now have access to the AXA Travel Assistance Program, an essential service provided by AXA Assistance USA, Inc. This service offers you and your dependents medical, travel, legal and financial assistance services, 24 hours a day, 365 days a year worldwide.

Participants have access to assistance services when faced with an emergency while traveling internationally or domestically when more than 100 miles away from home for up to 120 consecutive days. With one single phone call you and your dependents (whether traveling together or separately) will have immediate access to a broad range of travel assistance services.

Through this program you will be connected to a global network of:
- Over 600,000 pre-qualified providers in more than 238 countries and jurisdictions.
- Air and ground ambulance service.
- Trained multilingual personnel who can advise and assist you quickly and professionally in a travel emergency.

Key services

Medical Referrals and Appointments
Your call to the Alarm Center enables you to be referred to English-speaking doctors and/or hospitals, dentists and specialists.

Hospital Admission Guarantee
In the event that a hospital does not recognize your medical insurance, this travel assistance service will assist in guaranteeing hospital admission for you or your dependents by validating your health coverage and/or advancing funds.

Emergency Evacuation
Whenever adequate medical facilities are not available locally, this travel assistance service 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.

Critical Care Monitoring
A team of doctors, nurses and other medically trained personnel will stay in regular communication with the attending physician and/or hospital to ensure you or your dependents are receiving proper care at all times.

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.

Dispatch of Prescription Medication
If you or a dependent forgets or loses a prescribed medication, this travel assistance service provides assistance in the arrangement for replacement medication. If the medication is not available locally, this service will coordinate the dispatch of the prescription medicine when possible and legally permissible, or provide you with an appointment with a medical provider in order to re-establish the prescription. This service is also available for eyeglasses and contacts.

Emergency Message Transmission
The Alarm Center will receive and transmit emergency messages on your behalf.

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.

Care for Minor Children
If a minor child is left unattended as a result of an accident or illness, this travel assistance service will provide one way transportation, with attendants if required, to the place of residence.

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.
Legal Referrals
This travel assistance service will refer you or your dependents to an interpreter or legal personnel, as necessary.

General Travel Information
Before you travel, you can obtain information about your visa, passport, inoculation requirements and local customs. You can also obtain 24-hour pre-departure information on weather, currency or holidays.

Lost Document and Luggage Assistance
This travel assistance service provides assistance in locating lost luggage once a claim has been filed.

AXA Assistance USA will also coordinate arrangements to replace or forward lost or stolen documents, including passports, driver’s licenses and credit cards, and will assist with procedures to file loss reports and to recover lost or stolen articles. This is not an insurance policy for lost/stolen luggage and does not reimburse for a permanent loss.

Emergency Cash/Bail Assistance
If your wallet is lost or stolen, you can receive an advance for personal emergency cash. Also, this service provides assistance in obtaining bail bonds, where available. Emergency cash can be transferred from a friend, family member or business account.

Political Evacuation
AXA Assistance USA can arrange for the repatriation on political grounds for all covered travelers located in countries where upon their home country governmental decision need to be evacuated.

Pet Housing and Return
AXA Assistance can assist with pet friendly hotel accommodations, boarding facilities and travel home for pets.

How to access to services
Next time you or your family members are traveling and need assistance, remember to use the phone number on the back of your Travel Assistance ID card. Be sure to carry the card with you at all times. One simple phone call to the Alarm Center puts you in touch with highly-trained staff who will ensure your call is handled promptly and will even coordinate with your medical insurance carrier in the event of a medical emergency.

Note
Your health insurance still pays the medical expenses, but all of the extra costs involved in the medical transportation and other travel assistance services provided by AXA are covered. A small monthly fee is included in the cost of your insurance coverage and is paid to make these assistance services available to you. Please remember that the Alarm Center needs to be contacted to activate the services, and all services must be arranged and provided by AXA. No claims for reimbursement will be accepted.

Exclusions
Travel Assistance Services will not be provided or available for any loss or injury that is caused by, or results from:
• Intentionally self-inflicted injury.
• Suicide or attempted suicide.
• War or any act of war, whether declared or not.
• An accident that occurs while on active duty service in the military, naval or air force of any country or international organization. Reserve or National Guard active duty training is not excluded unless it extends beyond 31 days.
• Piloting or serving as a crewmember in any aircraft.
• 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.

The maximum benefit per person for costs associated with evacuations, repatriations or the return of mortal remains is $150,000 USD per occurrence.

Treatment must be authorized and arranged by AXA’s designated personnel to be eligible for services under this program. All services must be provided and arranged by AXA Assistance USA, Inc. No claims for reimbursement will be accepted.

For your convenience please cut out the card below and always carry it with you while on travel.

ATTENTION
THIS IS NOT A MEDICAL INSURANCE CARD.

24 hours
7 days a week
365 days a year worldwide
health assistance
tavel assistance

AXA Assistance USA, Inc.
122 South Michigan Avenue, Suite 1100
Chicago, IL - 60603 - USA

If you have any questions about the services or need travel assistance please call the Travel Assistance Program Hotline:

(800) 565-9320
(312) 935-3654  (collect)
www.axa-assistance.us