



# Global Travel Assistance Services

In partnership with





## ABOUT ASSIST AMERICA

Since 1990, Assist America was formed to address the specific needs of the global insurance industry. Our members enjoy freedom from dealing with complex decisions and financial considerations during difficult times, and security in knowing that initiating Assist America services will put our network of resources into action to respond to travel emergencies. With **7 global offices** and **40 million lives** under our purview, we are committed to providing exceptional service on behalf of our **insurance partners**.



# Global Medical Assistance

Provide urgent help to member



Medical  
Consultation,  
Evaluation, &  
Referral



Medical  
Monitoring



Foreign Hospital  
Admission  
Assistance



Medical  
Repatriation



Medical  
Evacuation



Prescription  
Assistance

\*All services must be arranged and provided by Assist America



# Travel Assistance

Provide travel help to member



Care of Minor Children



Return of Mortal Remains



Hotel Referrals & Emergency Travel Arrangements



Legal & Interpreter Referrals



Compassionate Visit



Return of Travel Companion



Return of Vehicle

\*All services must be arranged and provided by Assist America



# Travel Assistance

Provide travel help to member



Emergency Cash  
& Bail Bond  
Coordination



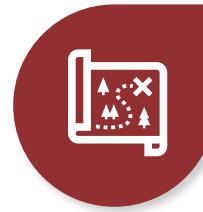
Emergency  
Message  
Transmission



Lost Luggage  
& Document  
Assistance



Early Return



Pre-Trip  
Planning



Mobile App  
Services

\*All services must be arranged and provided by Assist America

# Program Advantages

Assist America's notable advantages that elevate our program.

No Pre-Existing  
Condition Exclusions



No Geographical  
Exclusions



No Exclusion for  
Adventure Sports



No Financial  
Limitations



No exclusions for  
alcohol-related incidents



Ongoing Training



Road, Rail, and Air Travel  
assistance covered

# Extended/Expatriate Coverage

Individual: \$80

Family: \$120

If your travels will exceed 90 days, be sure to purchase the extended program to utilize the travel assistance program, if needed. The period of coverage must coincide with the effective dates of your insurancee policy for which Assist America is attached as a value-added service. To enroll in extended coverage, email [medservices@assistamerica.com](mailto:medservices@assistamerica.com) or contact our Operation Center.



# Conditions & Exclusions



AA will not provide services in the following instances:

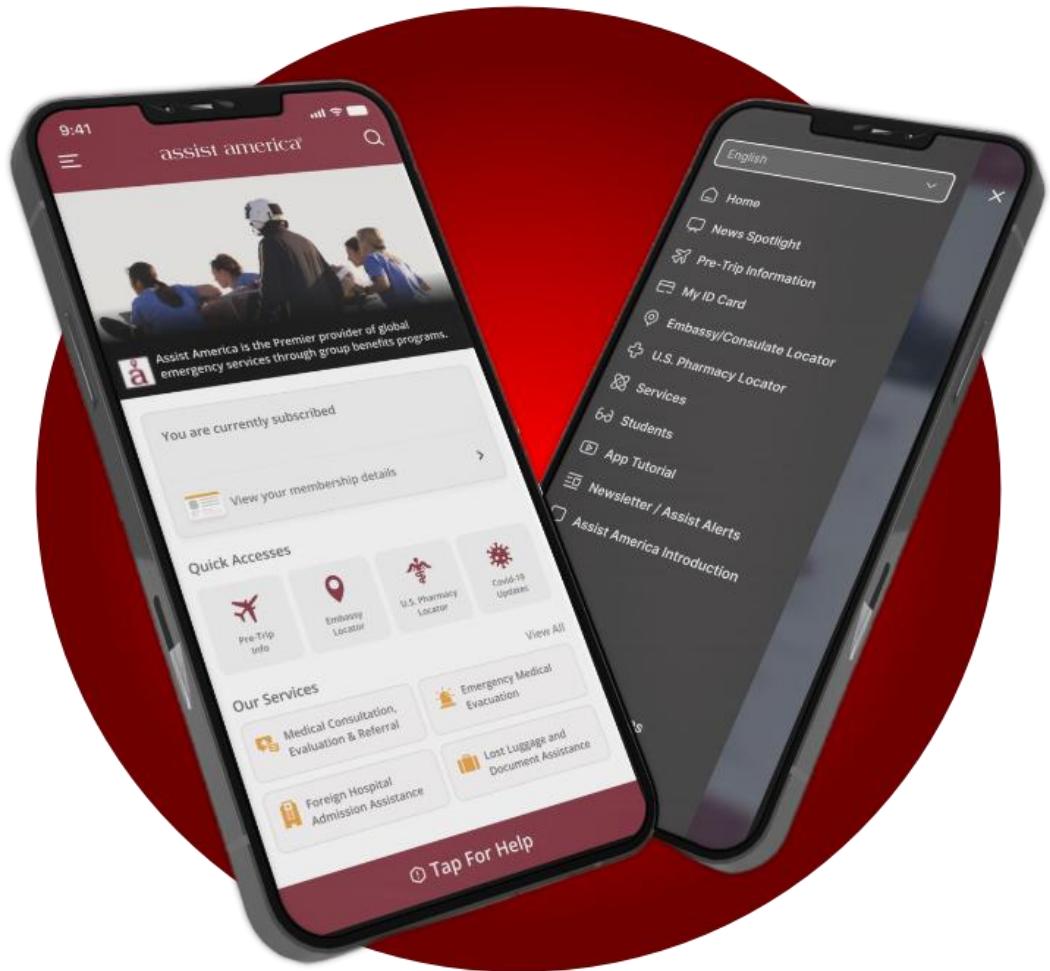
- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of an unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of Participant from one medical facility to another medical facility of similar capabilities which provides a similar level of care
- Trips exceeding 90 consecutive days away from legal residence.

AA will not evacuate or repatriate a member:

- Without medical authorization
- Travel undertaken specifically for securing medical treatment
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the Participant from continuing their trip or returning home
- If the Eligible Participant is pregnant and beyond the end of the 28th week and with respect to the child born from the pregnancy, AA will not evacuate or repatriate a child born while the Eligible Participant was traveling beyond the 28th week
- With mental or nervous disorders unless hospitalized



ASSIST AMERICA



01-AA-UN-762490



# CoBranded Travel App



“Tap for Help”



Available in 7 Languages



Travel Status Indicator



Mobile ID Cards



Pre-Trip Information



U.S. Pharmacy Locator



Travel Alerts



Embassy & Consulate Locator

# Service Eligibility



Active UNUM  
Policyholder



Traveling more  
than 100 miles  
from legal  
residence



Traveling under  
90 consecutive  
days

01-AA-UN-762490





Travel Safe!  
Download the  
Travel App!



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800-872-1414



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