

# > Worldwide Travel Assistance

PROMPT SUPPORT WHEN TRAVELING ACROSS THE COUNTRY OR ABROAD



Travel assistance provides employees, their spouse and dependent children with worldwide, comprehensive support and resources to help them manage unexpected emergencies while traveling.

## Comprehensive Travel Support for Employees

Experiencing an emergency while traveling can be especially difficult. Knowing who to call for medical problems, currency exchange issues or lost luggage is critical. Employees with Travel Assistance\* can take comfort knowing that a network of support is available to them worldwide. With just one call, employees have access to professionals who can help them with local medical referrals or provide other emergency assistance wherever they are.



## A case in point – San Antonio, TX

An employee from Detroit, MI gave birth to a premature baby in San Antonio, TX. After two months in neonatal ICU, the baby had improved and the family was cleared to return home to Detroit. However, the child was still stabilizing and needed to travel by air. With the support of travel assistance, the family received help arranging ground and air transportation for the entire family. Travel assistance not only provided this family with much needed support in a stressful situation, they saved \$4,157\* in transportation costs.

## Emergency Travel Support Services

Available 24/7 while traveling more than 100 miles from home.

- > Access to telephone interpreter services
- > Coordination of emergency cash needs and emergency payments
- > Location of legal service and coordination of emergency messages
- > Assistance with lost baggage, credit cards and airline tickets
- > Assistance obtaining prescription drugs or other necessary medical items
- > Assistance locating medical providers
- > Assistance coordinating benefits with your medical insurance
- > Arrangement for the appropriate transportation method for emergency medical evacuation and repatriation
- > Arrangements of transportation for return of mortal remains to the primary residence

\*Savings may vary depending on services received.

Worldwide assistance is subject to applicable laws and regulations. The AXA Assistance Travel Assistance Program is available for participants traveling 100 miles or more from their home. Treatment must be authorized and arranged by AXA's designated personnel to be eligible for benefits under this program. Refer to the full program benefits for all terms and exclusions. All services must be provided and arranged by AXA Assistance USA, Inc. No claims for reimbursement will be accepted.

Travel assistance services are independently offered and administered by AXA Assistance USA, Inc. (AXA). Insurance benefits provided as part of Travel Assistance underwritten by a third party. Mutual of Omaha does not warrant or guarantee, or make any representation as to the quality of the services provided by AXA, or of any provider to whom a referral is made by AXA. There may be times when circumstances beyond AXA Assistance USA's control hinder its endeavors to provide services. AXA Assistance USA will, however, make all reasonable efforts to provide such services and help you resolve the emergency situation.