



# Travel Assistance is Only a Phone Call Away

*With Worldwide Assistance Services, Inc. (“WA”)*

## A Valuable Travel Service Brought to You Through The Hartford<sup>1</sup>

When you’re traveling, emergencies can occur. Now, help is only a phone call away for employees covered under a group policy through The Hartford. Toll-free emergency assistance is available to you, your spouse, and your dependents<sup>2</sup> 24 hours a day, 7 days a week when traveling 100 miles or more from your primary home (national or international travel) for 90 days or less.<sup>3</sup> In addition to emergency services, you have access to a wide range of pre-trip informational services. Multilingual service professionals stand ready to assist travelers before and during travel to over 200 countries worldwide.

The Hartford’s Travel Assistance Program is provided by Worldwide Assistance Services, Inc., a leader in the travel assistance industry. Worldwide Assistance is part of the Europ Assistance group – the largest and most experienced travel assistance organization in the world which:

- Has over 125 million covered members worldwide;
- Completes over 8,000 emergency medical transports worldwide each year;
- Handles over 36 million telephone calls each year (one call per second);
- Handles over 6 million cases in one year (1 case every 5 seconds);
- Employs over 400 medical professionals.

Worldwide Assistance has the experience and resources to provide valuable help when travelers need it most. Please keep the wallet-size ID card with important contact information handy for easy access when planning for or while on a trip.

## What Services Are Offered?

The Hartford’s Travel Assistance Program provides three kinds of services for your business or vacation travels – Pre-Trip Information, Emergency Medical Assistance, and Emergency Personal Services. The program offers fund up to \$150,000 to cover services provided.<sup>4</sup>

DETACH WALLET ID CARD AND FOLD IN HALF.

IDENTIFICATION CARD

## Travel Assistance

*Provided by Worldwide Assistance Services, Inc.*

To obtain around-the-clock travel assistance services, see reverse side.



FOR TRAVEL ASSISTANCE SERVICES

If you are covered by your employer’s group policy from The Hartford and you need pre-trip information, emergency medical assistance or personal assistance services while traveling, contact Worldwide Assistance Services, Inc.

**Toll-free from the U.S. or Canada 800-243-6108**  
**Collect from other locations 202-828-5885**  
**Fax 202-331-1528**

Please provide your employer’s name, a phone number where you can be reached, nature of the problem and this Travel Assistance Identification Number: **GLD-09012**

If you have a serious medical emergency, please obtain emergency medical services first, and then contact us for follow-up.

Policy No.\* \_\_\_\_\_

\*Please contact your Human Resources/Personnel Department if this information is blank.

## Pre-Trip Information

The Travel Assistance Program includes a wide range of informational services before you leave home or the office, including:

- Visa, Passport, Inoculation and Immunization Requirements
- Cultural Information
- Temperature and Weather Conditions
- Embassy and Consular Referrals
- Foreign Exchange Rates
- Travel Advisories
- International “Hot Spots”

## Emergency Medical Assistance

- **Medical Referrals** – Refers you to physicians, dentists and medical facilities worldwide.
- **Medical Monitoring** – During the course of a medical emergency, professional case managers, including physicians and nurses, will monitor your level of care and determine if further intervention, medical transportation or possibly repatriation is needed.
- **Medical Evacuation** – Transportation to the closest medical facility that can provide an appropriate level of care will be arranged and paid for if medically necessary.
- **Repatriation** – Transportation home for further medical treatment will be arranged and paid for if medically necessary.
- **Traveling Companion Assistance** – If your traveling companion’s previously made travel arrangements are lost due to your hospitalization, new arrangements will be arranged and funded.
- **Dependent Children Assistance** – If, due to your hospitalization, your dependent children are left unattended, travel arrangements will be made and funded for their return home with a qualified escort if necessary.
- **Visit by a Family Member or Friend** – If you are traveling alone and are hospitalized for at least 7 consecutive days or are in critical condition, travel arrangements will be made and funded for a family member or friend to visit.
- **Emergency Medical Payments** – Advances funds to cover on-site medical expenses, upon satisfactory guarantee of reimbursement.
- **Return of Mortal Remains** – The proper return of remains for burial will be arranged and paid for in the event of death while traveling.
- **Replacement of Medication and Eyeglasses** – Your prescription or eyeglasses will be replaced if lost, stolen, or used up, subject to local law, whenever possible. Payment for the prescription medication, eyeglasses or any shipping expense is your responsibility.

## Emergency Personal Services

- **Sending and Receiving Emergency Messages** – Emergency messages can be relayed to and from friends, relatives and business associates toll-free 24 hours a day, 7 days a week through the Worldwide Assistance Customer Service Center.
- **Emergency Travel Arrangements** – Makes new travel arrangements or changes airline, hotel and car rental reservations.
- **Emergency Cash** – Advances fund upon satisfactory guarantee of reimbursement.
- **Locating Lost or Stolen Items** – Assists in locating and replacing lost or stolen luggage, documents and personal possessions.
- **Legal Assistance** – Assists in locating an attorney. Payment of attorney fees is your responsibility.
- **Bail Advancement** – Advances funds for bail, where permitted by law, upon satisfactory guarantee of reimbursement.
- **Interpretation/Translation** – Provides telephone translation or locates interpreters for all major languages.

Visit The Hartford Group Benefits on the Internet:

<http://groupbenefits.thehartford.com>.

**Service Exclusions and Limitations:** Worldwide Assistance Service, Inc. (WA) services are eligible for payment or reimbursement by WA only if WA was contacted at the time of the service and arranged and/or pre-approved the service.

WA does not provide services or pay for expenses caused by or resulting from certain situations, including suicide or attempted suicide, mental or emotional disorders unless hospitalized, war, participation in any military maneuver or training exercise, piloting an aircraft, commission of or the attempt to commit a criminal act, traveling to obtain medical services or treatment, being under the influence of drugs or intoxicants unless prescribed by a physician, pregnancy or childbirth (except for complications of pregnancy), injury or illness that can be treated locally and does not prevent the continuing of the trip, participation as a professional in athletics, and assistance not shown as covered.

Worldwide Assistance Services, Inc., is not affiliated with The Hartford. Neither Worldwide Assistance Services, Inc., nor The Hartford is liable for negligence or other acts of omission by any recommended medical professionals, medical facilities, or legal counsel.

<sup>1</sup> The Hartford® is The Hartford Financial Services Group, Inc. and its subsidiaries, including issuing companies Hartford Life and Accident Insurance Company, Hartford Life Insurance Company and CNA Group Life Assurance Company (pending state approval of name change to “Hartford Life Group Insurance Company”). <sup>2</sup> Dependent children are defined as being under the age of 19 or under the age of 25 if a full-time student in actual attendance at an accredited school or college and primarily dependent on the Covered Employee for support and maintenance. <sup>3</sup> Services are available in every country of the world. Depending on the current political situation in the country to which you are traveling to, WA may experience difficulties providing assistance, which may result in delays or even the inability to render certain services. It is your responsibility to inquire, prior to departure, whether assistance service is available in the countries where you are traveling. <sup>4</sup> The Combined Single Limit (CSL), or amount of money available to the insured under the Travel Assistance Program, is \$150,000. One service or a combination of the services may exceed the CSL. The insured is responsible for payment of any expenses that exceed the CSL. Note: Certain Accidental Death and Dismemberment programs may offer different CSL’s. Please consult with your Human Resources Manager for more details.

