How to Access Travel Assistance

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 administered 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 by AXA. No claims for reimbursement will be accepted.

Call Travel Assistance if:

You are planning a trip and need general travel information
You require medical assistance while traveling
You lose documents, credit cards or luggage while traveling
You require medical evacuation
You experience local language problems
If you would like to request your theft and resolution guide
You are a victim of identity theft and need personal assistance

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1. Your name, telephone number and (if possible) fax number, and your relationship to the plan participant.
2. Plan participant’s name, age, sex and company name.
3. A description of the plan participant’s condition or service needed.
4. Name, location and telephone number of hospital, if applicable.
5. Name and telephone number of treating doctor, if applicable.

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* Please note that AXA will coordinate these arrangements at no extra cost but any expenses associated with these services (for example, air tickets, ground transportation) are the responsibility of employee or employer.

** Travel Assistance services are administered by AXA Assistance USA, Inc. Certain benefits provided under the Travel Assistance program are underwritten by ACE American Insurance Company. AXA Assistance and ACE American are not affiliated with MetLife, and the Travel Assistance & Identity Theft Solutions services they provide are separate and apart from the insurance provided by MetLife.

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122 Michigan Avenue, Suite 1100
Chicago, IL 60603

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- Over 600,000 pre-qualified providers in more than 238 countries and jurisdictions.
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ATENTION

THIS IS NOT A MEDICAL INSURANCE CARD.

The participant is entitled to medical and travel services administered by AXA Assistance USA, Inc.

L’assuré peut accéder aux services d’assistance medical et voyage, administrés par AXA Assistance USA, Inc.

El participante tiene derecho a servicios de viaje y médicos administrados por AXA Assistance USA, Inc.

** This is a promotional article and not a medical or travel insurance policy.

** Identity Theft Solutions**

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Additional Key Features
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5. Name and telephone number of treating doctor, if applicable.

Protection you can take with you

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  4. Name, location and telephone number of hospital, if applicable.
  5. Name and telephone number of treating doctor, if applicable.

**Exclusions** - Travel Assistance provides a wide variety of services administered by AXA Assistance USA, Inc. However, these services are available with certain conditions that apply. The AXA Travel Assistance Program is available for participants in traveling status. Whenever a trip exceeds 120 days, the participant is no longer in traveling status and no longer requires or is eligible for our services. Also, AXA Assistance USA will not evacuate or repatriate participants without medical authorization; 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 member from continuing his/her trip or returning home; or with infections under treatment and not yet healed. AXA Assistance will exclude services detailed when travel is undertaken for the specific purpose of securing medical treatment such as diagnostic tests which are part of a routine physical exam; any complications due to normal childbirth, normal pregnancy through the first 6 months of pregnancy or voluntary induced abortion; chiropractic; homeopathic or non-certified Western medicine; any dental or orthodontic treatment which is not from accidental injury; if injuries are resulting from intoxication or an attempt at suicide; participating in acts of war or civil upheaval; riots or physical fights initiated by the participant; commission of an unlawful act; use of drugs unless prescribed by a physician; treatment for drug or alcohol addiction, or treatment for nervous or mental disorders; participation in a professional sport or activity of any sport that could be life threatening or work-related illness or its consequences. Non-medical services such as hotel, restaurant, taxi expenses or reimbursement for baggage loss while traveling are not covered. The maximum benefit per person for costs associated with evacuations, repatriations or the return of mortal remains is U.S. $200,000 for each service. 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.

**Guarantees for the if in life**

**Travel Assistance**

Protection you can take with you

* Please note that AXA will coordinate these arrangements at no extra cost but any expenses associated with these services (for example, air tickets, ground transportation) are the responsibility of employee or employer.

** Travel Assistance services are administered by AXA Assistance USA, Inc. Certain benefits provided under the Travel Assistance program are underwritten by ACE American Insurance Company. AXA Assistance and ACE American are not affiliated with MetLife, and the Travel Assistance & Identity Theft Solutions services they provide are separate and apart from the insurance provided by MetLife.

All services must be arranged by AXA Assistance USA, Inc.

No claims for reimbursement will be accepted.

If you have any questions about the services, please call Travel Assistance at (800) 454-3679 or (312) 935-3783 (collect)

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