

# 24/7 emergency help

**Emergencies happen.** When they happen far from home, it's comforting to know there's a team of multilingual professionals standing by to help.

Your Travel Assistance Program<sup>1</sup> offers a variety of 24-hour-a-day services in more than 200 countries and territories worldwide—and each one is just a phone call away.

### Medical services

- Assistance finding physicians, dentists and medical facilities.
- Monitoring during a medical emergency to determine if care is appropriate or if evacuation is required.
- When medically necessary, free transportation<sup>2,3</sup> under medical supervision to a hospital/treatment facility or to your place of residence for treatment.
- Arrangement for your traveling companion's return home if previously made arrangements must change due to your medical emergency.
- When medically necessary, free transportation<sup>2,3</sup> home for dependent children under the age of 26 who were traveling with you and are left unattended because of your hospitalization. A qualified escort will be arranged, if necessary.
- Free round-trip transportation<sup>3</sup> for one immediate family member or friend to visit you if you're traveling alone and are likely to be hospitalized for seven consecutive days (the program arranges and pays for the most direct round-trip economy flight).
- Replacement of medication and eyeglasses.<sup>4</sup>
- In the event of death while traveling, all necessary government authorizations and a container appropriate for transportation will be arranged and paid for, as well as return home of the remains for burial.

### Your Travel Assistance Program

**Call anytime from anywhere. We're available 24/7 to assist you.**

U.S. and Canada: 1-877-823-5807

Anywhere else (collect or direct): (240) 330-1422

**Be prepared to provide the following:**

- The address where you are staying
- A phone number where we can reach you
- Your employer's name

### Other key services

- Pre-trip information, including visa, passport, inoculation and immunization requirements; cultural information; embassy and consulate referrals; foreign exchange rates; and travel advisories.
- Emergency message relay to and from friends, relatives and business associates.
- If requested, new travel arrangements or change of airline, hotel and car rental reservations.
- An advance of up to \$500 in emergency cash after satisfactory guarantee of reimbursement from you. You are responsible for any fees associated with the transfer or delivery of funds.
- Help locating and replacing lost or stolen luggage, documents and personal possessions.
- Help locating an attorney and advancement of bail bond, where permitted by law, after satisfactory guarantee of reimbursement from you. You are responsible for attorney's fees.
- Assistance with telephone interpretation in all major languages, or referral to an interpretation or translation service for written documents.

### Who's eligible?

Once you're enrolled in a Symetra group life insurance plan, you, your spouse and your dependents under age 26 (regardless of student status) are eligible for all services provided by the Travel Assistance Program, provided they are traveling with you.

### You can receive pre-trip information at any time

All other services take effect when you're on a trip 100 miles or more from home lasting 90 days or less.

