

# Welcome to Chartis

Through Travel Guard, our wholly-owned global assistance operation, we provide a broad range of safety, security, assistance and travel medical services.



## Worldwide Travel Assistance

Travel is never a hassle with this complete suite of travel help. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information. Just a phone call away to solve last minute travel problems or emergencies.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Inoculation information
- Embassy or consulate referral
- Currency conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Flight and hotel rebooking
- Rental vehicle booking and vehicle return
- Roadside assistance
- Guaranteed hotel check-in



## Security Assistance

Feel safe and secure with Security Assistance at home or while traveling. Regional and subject matter specialists are on call to assist with up-to-the minute, destination-specific advisories.

- Security evacuation assistance with immediate on-the-ground physical response to help travelers in life-threatening security situations, anywhere in the world
- 24-hour response services to assist employees and their families during an incident
- Security and safety advisories
- Global risk analysis
- Consultation with security specialists to discuss any safety concerns for your travel location or if you need immediate assistance while you are away
- Consultant referrals to extract client to safety
- Confidential storage of personal and medical profile for emergencies
- Up-to-the-minute information on current world situations
- Language translation support and services
- SMS alert messaging



## VIP Concierge Services

Receive the comfort, care, and attention of Chartis' personal assistance coordinators available 24/7 to respond to virtually any request — large or small.

- Restaurant referrals and reservations
- Event ticketing
- Ground transportation coordination
- Golf tee time reservations and referrals
- Wireless device assistance
- Latest worldwide weather and ski reports
- Floral services
- Private air charter assistance
- Cruise charter assistance
- Latest sports scores
- Find, wrap, and deliver one-of-a-kind gifts
- Movie and theater information
- Latest stock quotes
- Special occasion reminders and gift ideas
- Lottery results
- Local activity recommendations



## Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to medical needs anywhere in the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement



## Identity Theft\*

From educating on the process required in case of ID theft to providing pertinent contact information for credit reporting agencies, trained representatives will be here to take calls 24 hours a day, 7 days a week.

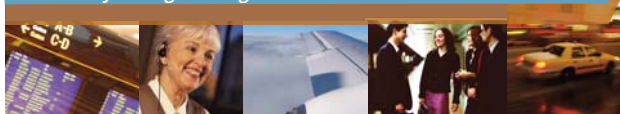
- Assist Identity theft victim by ordering and reviewing credit bureau records, notify financial institutions, credit card companies, etc. on their behalf
- Investigate financial accounts where identity theft is suspected
- Interact with law enforcement to pursue prosecution of criminals
- Review account activity to identify any suspicious activities
- Review and resolve victim's issues
- Describe the resolution process, and provide educational articles and guidance for avoiding future complications
- Review credit files to determine the accuracy of the information and potential areas of fraud
- When appropriate, provide assistance with obtaining and reviewing your Social Security personal earnings and benefits statement
- Create and maintain a case file to document the identity fraud

\* Identity theft services are not available for residents in New York or outside the United States

Please detach and carry with you at all times during the course of your trip.

## Chartis

Now you're good to go...



GROUP NAME:

POLICY #:

TOLL-FREE: 877-832-3523

OVERSEAS COLLECT: +1 715-295-1194

## Assistance Services

Worldwide Travel Assistance

Security Assistance

VIP Concierge Services

Travel Medical Assistance

Identity Theft



Assistance Services Provided by Travel Guard, a Chartis company.

Non-insurance benefits provided through Travel Guard offer traveler assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler.