



Travel assistance services

GROUP LIFE

No matter where you are, help is with you

If an unexpected emergency happens while you travel, we want to help make sure you receive the services you need 24/7 – no matter where you are in the world.

That's why your group life plan includes **Generali Global Assistance, Inc. (GGA) travel assistance** services to help provide a safety net if you or your dependents have an emergency away from home.¹ These services are available if you're more than 100 miles from home for 90 days or less.

GGA can also give you useful tips before you travel, such as vaccine and passport requirements, foreign exchange rates, and travel advisories.

Emergency medical assistance while traveling

If you have a medical emergency while traveling, call the local emergency authorities right away. Then, as soon as possible, call GGA at the number on your travel assistance wallet card, included on the back of this sheet. GGA will help make sure you receive the right medical care, as well as support for your personal and travel needs. **All services, including medical transport, must be arranged in advance by GGA.**

24/7 help is a phone call away

If you need help when you're away from home or tips before you travel, you can reach GGA 24/7:

- By phone from the U.S. and Canada: 866-295-4890
- By phone from other countries: 202-296-7482 (call collect)

A helping hand in emergencies

With travel assistance, you can count on:

- **Medical referrals:** GGA will help you find doctors, dentists, and medical facilities.
- **Medical monitoring:** Professional case managers, including doctors and nurses, will help make sure you receive the right care or decide if you need to be moved to a different healthcare facility.
- **Medical evacuation or return home:** If a doctor chosen by GGA decides you should be taken to a different healthcare facility or return home for treatment, GGA will arrange that. They will also pay for it, up to the program limit of \$1 million for each medical incident (all services combined).

- **Payment guarantees:** You may have to pay for certain medical services even if your medical plan covers you overseas. In most cases, GGA can guarantee payment for these services if you provide a guarantee to repay them. This helps ensure you don't have to pay cash for out-of-pocket expenses. Many overseas facilities will not accept a credit card for payment, making this service an important feature.
- **Help with dependent children:** If you travel with a dependent under the age of 26 and they are left alone because you are in the hospital, GGA will set up and pay for their most direct route home on economy class airfare.² GGA will also arrange and pay for a qualified escort to go with them, if needed.
- **Traveling companion assistance:** If you have a travel companion who needs to return home, GGA will arrange and pay² for their airfare.
- **A visit by family member or friend:** If you are traveling alone and will be in the hospital seven days in a row, GGA will arrange and pay for round-trip economy class airfare² for a family member or friend to visit you. They will also receive \$150 each day for up to five days for meals and lodging.
- **Emergency messages:** GGA can relay messages to and from family, friends, and coworkers.
- **Emergency cash advances:** GGA will advance up to \$5,000 in an emergency. You will need to provide a guarantee to repay them and pay any transfer or delivery fees.
- **Legal counseling and bail:** GGA will find an attorney and arrange bail bond payment, if the law permits. You will need to pay or provide a guarantee of payment for the attorney and bail bond fees.
- **Emergency travel arrangements:** GGA can make new travel arrangements or change airline, hotel, and car rental reservations if there is an emergency. You will need to provide a payment/credit card guarantee for tickets, hotel rooms, and car rentals.
- **Interpretation or translation:** GGA will help by phone in all major languages or refer you to a service that interprets and translates documents in writing.

GGA will also help with:

- **Guiding you through what to do if your wallet or purse is lost or stolen.**
- **Bringing your remains home** if you pass away, up to \$10,000.
- **Returning your personal vehicle in an emergency.**
- **Returning your pet in an emergency.** If your pet is traveling with you and is left alone because you are in the hospital or you pass away, GGA will arrange and pay for its return home.
- **Finding lost luggage, documents, and personal items.**
- **Replacing medicine and eyeglasses.** You will be responsible for these costs.

Remember that all services must be arranged in advance by GGA to be covered by your plan. You may have to pay for certain other services GGA provides, such as cash advances.

Feel safer wherever you go

You have access to Generali Global Assistance, Inc. travel assistance services as part of your life insurance plan. If you have an emergency while traveling, you and your family can have peace of mind knowing you can call for help if you need it. To learn more, visit anthem.com/ca.

✂ Cut out this wallet card and keep it with you when you travel.

Travel Assistance

Provided by Generali Global Assistance, Inc. for Anthem

For travel emergency assistance services, call the appropriate number below, depending on your location:

US. and Canada:	866-295-4890
Other locations (call collect):	202-296-7482

For more details, go to anthem.com/ca.

Valid only for eligible members.

Retirees are not eligible for travel assistance services.

1 Exclusions and limitations apply. You must call Generali Global Assistance, Inc. first for services to be covered. You must guarantee funds up front. See travel assistance brochure for full terms and conditions. Generali Global Assistance, Inc. must make or approve all transport-related services in order for them to be eligible. You must reimburse Generali Global Assistance, Inc. for certain expenses. Generali Global Assistance, Inc. is not affiliated with Anthem, and the services provided through the travel assistance program are provided by Generali Global Assistance, Inc. and are not part of the insurance coverage provided by Anthem. In all cases, the medical professional, medical facility and/or attorney suggested by Generali Global Assistance, Inc. or providing direct services to the eligible member are not employees or agents of Generali Global Assistance, Inc. or Anthem, and the final selection of the medical professional or facility or legal counsel is your choice alone. Generali Global Assistance, Inc. or Anthem assume no responsibility for any medical advice or legal counsel given by the medical professional and/or attorney, nor shall Generali Global Assistance, Inc. be liable for the negligence or other wrongful acts or omission of any of the health and/or legal care professionals providing direct services. The covered member shall not have any recourse against Generali Global Assistance, Inc. or Anthem by reason of its suggestion of or contract with a medical professional and/or attorney. Generali Global Assistance, Inc. has limited operating ability in certain OFAC sanctioned countries thus services may be limited or unavailable in those countries.

2 Up to \$5,000

Life and Disability products underwritten by Anthem Blue Cross Life and Health Insurance Company, an independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.