




## Don't forget this travel essential!

### Pack your worldwide emergency travel assistance phone number and leave travel worries at home

#### With the Assist America Mobile App you can:

- Call Assist America's Operation Center from anywhere in the world with the touch of a button
- Access pre-trip information and country guides
- Search for local pharmacies (U.S. only)
- Download a membership card
- View a list of services
- Search for the nearest U.S. embassy
- Read Assist Alerts

 **Download and activate the app today** from the Apple App Store or Google Play.

Activation code:  
**01-AA-UN-762490**

**unum**<sup>®</sup>  
Better benefits at work.

Whenever you travel 100 miles or more from home — to another country or just another city — be sure to bring your worldwide emergency travel assistance phone number. Add the number to your cell phone contacts, so it's always close at hand!

**Just one phone call connects you and your family\* to medical and other important services 24 hours a day. These include:**

- Referrals to Western-trained, English-speaking medical providers
- Passport/prescription replacement assistance
- Care and transport of unattended minor children
- Lost luggage assistance
- Emergency medical evacuation
- Transportation for a friend or family member to join a hospitalized patient

**Your travel assist phone number can be found on the wallet card provided by your HR department.**

\* Spouses traveling on business for their employers are not eligible for this service.

Worldwide emergency travel assistance services, provided by Assist America, Inc., are available with select Unum insurance offerings. Terms and availability of service are subject to change and prior notification requirements. Services are not valid after coverage terminates. Please contact your Unum representative for details. All emergency travel assistance must be arranged by Assist America, which pays for all services it provides. Medical expenses such as prescriptions or physician, lab or medical facility fees are paid by the employee or the employee's health insurance.

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# Provide emergency assistance to employees who travel



## Support for a variety of situations

For more information about Unum's worldwide emergency travel assistance, please contact your Unum representative.

### With the Assist America Mobile App employees can:

- Call Assist America's Operation Center from anywhere in the world with the touch of a button
- Access pre-trip information and country guides
- Search for local pharmacies (U.S. only)
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## Worldwide emergency travel assistance helps employees feel more secure

Medical emergencies are never easy. But they can get really complicated when employees are traveling. For example, an employee or family member could:

- have a serious car wreck at an out-of-town conference
- get sick while on vacation
- need a prescription refilled during a business trip

Fortunately, through their Unum insurance coverage, your employees, their spouses<sup>1</sup> and their dependent children can have immediate access to one of the nation's largest travel assistance providers while traveling for business or personal reasons, whether they are out of the country or 100 miles or more from home.

### Help is just a phone call away

Available with selected Unum insurance offerings, global emergency travel assistance is one phone call away for your employees and their families — 24 hours a day, 365 days a year — if they need immediate assistance anywhere in the world. They'll be connected to:

- Multi-lingual, medically certified crisis management professionals
- A state-of-the-art global response operations center
- Qualified medical providers across the country and around the world
- This coverage is available with Unum's Long Term Disability Insurance, and optional with Group Life Insurance.

### Reliable services around the globe

Worldwide emergency travel assistance is provided by Assist America with no geographical or pre-existing condition exclusions and no exclusions for sports-related injuries.

### Support you'd get at home

Your employees can call upon Unum's worldwide emergency travel assistance for a full range of services, available for simple to extreme travel emergencies:

#### Medical consultation, evaluation and referral

The operations center is staffed 24/7 by certified personnel who can evaluate, troubleshoot and make immediate recommendations for any emergency situation.

#### Hospital admission assistance<sup>2</sup>

Our provider will assist with hospital admission outside the U.S. by validating health coverage or advancing funds to the hospital.

#### Emergency medical evacuation

If your employee becomes ill or injured in an area where appropriate care is not available, he or she will be evacuated to the nearest facility that meets our standards. And the full cost, including medical treatment in transport, is paid by Assist America.

### Critical care monitoring

Our provider maintains regular communication with the patient and medical staff, closely monitoring the quality and course of treatment. Information is also relayed to the family as needed.

### Medical repatriation

When deemed medically necessary, patients can be transported home or to a specified health facility with a medical or non-medical escort as required.

### Prescription assistance

If your employee's prescription medication has been lost or left behind, Assist America works with the prescribing physician and a pharmacy in the travel area to replace the medicine.

### Emergency message service

Our provider will transmit authorized emergency messages reliably between patient, family, friends, employer or whoever needs to stay in the loop — from anywhere in the world.

### Other services include:

- Transportation for a friend or family member to join the hospitalized patient
- Care and transport of minor children
- Emergency trauma counseling
- Assistance in return of a vehicle
- Legal and interpreter referrals
- Return of mortal remains

**With its reliable services and broad range of care, Unum's worldwide emergency travel assistance program can provide your employees with a valuable addition to their Unum benefits.**

#### Services not available in New York.

Worldwide emergency travel assistance services, provided by Assist America, Inc., are available with select Unum insurance offerings. All emergency travel assistance must be arranged by Assist America, which pays for all services it provides. Medical expenses such as prescriptions or physician, lab or medical facility fees are paid by the employee or the employee's health insurance. Terms and availability of service are subject to change and prior notification requirements. Services are not valid after coverage terminates. Please contact your Unum representative for details

1 A spouse traveling on business for his or her employer is not covered by the program.  
2 May require validation of medical insurance or an advance of funds to the foreign medical facility. Any expenses related to emergency hospital admissions must be repaid to Assist America, Inc. within 45 days.

Insurance products underwritten by the subsidiaries of Unum Group.  
Unum, Chattanooga, Tennessee

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Better benefits at work.



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EN-1938 (3-16)

If you need travel assistance anywhere in the world, contact us day or night:

- **Within the U.S.:** 1-800-872-1414
- **Outside the U.S.:** +1 609-986-1234
- **Email:** [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

Reference number: 01-AA-UN-762490

Employer's name (please write above)



Whenever you travel 100 miles or more from home — to another country or just another city — be sure to pack your travel assistance phone number! Simply tear off and carry the wallet card or enter the number into your cell phone so it's always close at hand. Day or night, you and your family\* can get support for medical, legal and other important services.

**Here are some of the benefits of emergency travel assistance:**

- Help replacing lost prescriptions and passports
- Referrals to Western-trained, English-speaking medical providers
- Hospital admission assistance\*\*
- Emergency medical evacuation
- Transportation for a friend or family member to join a hospitalized patient
- Care and transport of unattended minor children
- Legal and interpreter referrals

**For more information, ask your HR manager for a copy of your company's service certificate.**

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\*Legal dependents are eligible for these services to age 19, or to the age specified by your medical plan. Spouses traveling on business for their employers are not eligible for this service. For more information on eligibility, contact your plan administrator.

\*\*May require a validation of your medical insurance or an advance of funds to the foreign medical facility. You must repay any expenses related to emergency hospital admissions to Assist America Inc. within 45 days.

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EN-1938 (3-16)



**This card is not a medical insurance card.**

All services must be provided through Assist America, Inc. Claims for reimbursement will not be accepted. These services are not valid after termination of policy coverage and may be withdrawn at any time.