



# Renaissance Life Assist Services

## ASSISTANCE BEYOND LIFE INSURANCE

Introducing **Renaissance Life Assist**, a collection of value-added, non-insurance services that offer assistance with many of life's challenges. Bundled with our life insurance, these services are a great way for employer groups to enhance their life insurance benefit. The **Renaissance Life Assist** services bundle provides expert assistance to employees and their families where they may be most vulnerable – whether they are traveling away from home, subjected to cyber-attacks to steal their identity, or grieving the loss of a loved one.

### Travel Assistance

Assistance while away from home

Whether employees are traveling on business or pleasure, an unexpected illness, virus exposure, toothache, or lost baggage can ruin a trip. With travel assistance services, you have access to emergency transportation, travel support, personal and security assistance, and concierge services while traveling.

With a local presence in 200 countries and territories, and 35 24/7 assistance centers staffed with multilingual assistance coordinators, case managers, medical staff and security, travel assistance helps you obtain the care you need in case of an emergency while traveling. In the event of a life-threatening emergency, call local emergency authorities first for immediate assistance, then contact Generali Global Assistance (GGA).\*

### Identity Theft Resolution Assistance

Assistance with identity theft

With increasing cyber security risks and the significant stress that may be associated with having one's identity stolen, employees may benefit from a resource that will help them restore their identity if they find themselves to be victims of ID Theft.

- Certified Resolution Specialists available 24/7 to help resolve any issues that arise
- Assistance with affidavit submission—used to dispute any fraudulent activity to the authorities, credit bureaus and creditors on a Member's behalf
- Creditor Notification, Dispute and Follow-Up
- Assistance in reporting fraudulent activity to the law enforcement and forwarding a report to creditors

### Beneficiary Companion Assistance

Assistance during the loss of a loved one

At a time of loss, many survivors may not want to make phone calls and handle paperwork. Our Beneficiary Companion Assistance helps take care of the administrative details involved in closing a loved one's affairs, and helps relieve the stress of paperwork, allowing beneficiaries to focus on the healing process.

- 24/7 counsel and guidance
- Identity protection and resolution assistance in the event of theft
- Notification assistance, third-party vendor and bank communications, social media closure
- Assistance in managing insurance and a loved one's final affairs

For 24/7 assistance, please call

1-833-960-1152

(TOLL FREE NUMBER)

\* GGA does not pay any costs for this service. GGA will coordinate and arrange for service(s) and payment(s), but you are responsible for making all payments and for paying all costs related to these services.

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