Travel Assistance

Emergency help while you are traveling

Sure, we all expect our trips to go off without a hitch and most times they do. However, if you experience an emergency when traveling — no matter how big or how small — you have around-the-clock access to On Call International's 24-hour, toll-free travel assistance services. Whether you need help with an illness or injury, lost passport, missing luggage or even a prescription refill, you can rest assured you (and your covered dependents) have access to a personal travel emergency companion anytime you're more than 100 miles away from home.

How your Travel Assistance services work

Using your travel emergency services is a cinch! Just contact On Call International directly at (603) 328-1966 anytime you need assistance while traveling. On Call's Global Response Center is open 24 hours a day, 365 days a year and can provide the following services through your group coverage with Reliance Matrix. The following is an outline of the On Call emergency travel assistance service program. For a complete description of all services and the program terms and limitations, please request a Description of Covered Services from your employer.

24-Hour Travel Assistance

On Call International provided through
Reliance Matrix

In the U.S., toll free
(800) 456-3893

Worldwide, collect
(603) 328-1966

fold

TO REACH ON CALL VIA INTERNATIONAL CALLING:

Go to **http://www.att.com/esupport/traveler. jsp?group=tips** for complete dialing instructions. It is recommended that you do this prior to departing the US, find the access code from the country you will be visiting, and note it on the front of the cut-out card so you will have the information readily available in case of an emergency. (AT&T provides English-speaking operators and the ability to place collect calls to On Call, whereas local providers

---

Travel Assistance Services administered by

ON CALL
INTERNATIONAL
It could happen to you!

reliancematrix
A MEMBER OF THE TOKIO MARINE GROUP

For emergency medical, legal and travel assistance information and referral service 24 hours a day, 365 days a year, call the numbers below. To place a collect call, dial the INTERNATIONAL COUNTRY CODE:
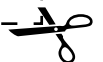
_____

followed by On Call's collect call number

may encounter difficulty placing collect calls to the US).

Travel assistance services are provided by On Call International (On Call) under the terms and conditions of a service agreement with Reliance Matrix. On Call International is not affiliated with Reliance Matrix or with AT&T.

Covered services

When traveling more than 100 miles from home or in a foreign country, On Call offers you and your dependents the following services:

Pre-trip assistance	• Inoculation requirements information • Passport/visa requirements • Currency exchange rates	• Consulate/embassy referral • Health hazard advisory • Weather information
Emergency medical transportation*	• Emergency evacuation • Medically necessary repatriation • Visit by family member or friend • Return of traveling companion	• Return of dependent children • Return of vehicle • Return of mortal remain
Emergency personal assistance services	• Urgent message relay • Interpretation/translation services • Emergency travel arrangements	• Recovery of lost or stolen luggage/personal possessions • Legal assistance and/or bail bond
Medical assistance services	• Medical referrals for local physicians/dentists • Medical case monitoring	• Prescription assistance and eye glasses replacement • Convalescence arrangements

*The services listed above are subject to a maximum combined single limit of $250,000. Return of vehicle is subject to $2,500 maximum.

On Call International is not affiliated with Reliance Matrix. Reliance Matrix is not responsible for the content of the On Call travel assistance services, and is not responsible for, and cannot be held liable for, any services provided or not provided by On Call.

On Call is not responsible for the unavailability or results of any medical, legal or transportation services. You are responsible for obtaining all services not directly provided by On Call and for the expenses associated with them.

For more information, visit reliancematrix.com.