



# TRAVEL ASSISTANCE AND IDENTITY THEFT SUPPORT SERVICES

## TRAVEL ASSISTANCE

If you're covered by your employer's group policy from The Hartford and you need pre-trip information, emergency medical assistance or personal assistance services while traveling, your Travel Assistance services from The Hartford can help.

### What do I do first?

In the event of a life-threatening emergency, call local emergency authorities first for immediate assistance. Then, contact Travel Assistance via phone:

U.S. and Canada:

**800-243-6108** (toll-free)

Outside U.S.: **202-828-5885**

Or email: [assist@imglobal.com](mailto:assist@imglobal.com)

## EVEN THE BEST PLANNED TRIPS CAN BE FULL OF SURPRISES

The best laid travel plans can go awry, leaving you vulnerable and, possibly, unable to communicate your needs. When the unexpected happens far from home, it's important to know who to call for assistance.

If you're covered under a group policy with The Hartford, you and your family may have access to Travel Assistance Services.<sup>1</sup>

## GOOD TO GO: MULTILINGUAL ASSISTANCE 24/7

No matter why you're traveling, Travel Assistance services are available when you're more than 100 miles from home for 90 days or less.<sup>2</sup>

## SERVICES FROM HERE TO THERE

Travel Assistance begins even before you embark, with pre-trip information, and continues throughout your trip. See the list of services in the chart on the back of this page.

 Cut along the lines or snap a photo with a mobile device to capture information above.

## TRAVEL ASSISTANCE SERVICES

### EMERGENCY MEDICAL ASSISTANCE

- Medical referrals
- Medical monitoring
- Medical evacuation
- Repatriation
- Traveling companion assistance
- Dependent children assistance
- Visit by a family member or friend
- Emergency medical payments
- Return of mortal remains

### PRE-TRIP INFORMATION

- Visa and passport requirements
- Inoculation and immunization requirements
- Foreign exchange rates
- Embassy and consular referrals

### EMERGENCY PERSONAL SERVICES

- Medication and eyeglass prescription assistance
- Emergency travel arrangements
- Emergency cash
- Locating lost items
- Bail advancement

## IDENTITY THEFT SUPPORT SERVICES

**Education:** Assistance to help prevent theft

**Support:** Steps to take following a theft

**Credit Information Review:** Phone review of credit reports to identify fraud or theft

**ID Theft Affidavit:** Assistance with completion and submission

**Card Replacement:** Credit, debit and membership cards

**Translation Services:** When overseas and filing theft incident

Check with your benefits manager for more information on **Travel Assistance and Identity Theft Support Services.**



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<sup>1</sup> Travel Assistance and Identity Theft Support services are offered through a vendor which is not affiliated with The Hartford. These services are not insurance. The Hartford is not responsible and assumes no liability for the goods and services described in this material and reserves the right to discontinue any of these services at any time. Services may vary and may not be available in all states.

<sup>2</sup> Coverage includes spouse (or domestic partner) and dependent children under age 26.

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