

## Important Information: Travel and Medical Assistance Provider

When traveling for business or pleasure\*, you can now feel confident that you are in safe hands if an emergency arises. Chubb partners with Europ Assistance, a leading global medical assistance provider, to give you 24/7 access to medical and travel assistance services around the world.

With medical assistance services from Europ Assistance, help is only a phone call away. Europ Assistance has a local presence in 200 countries and territories worldwide, including 35 assistance centers staffed with multilingual assistance coordinators, case managers, and medical staff.

If you are insured and need to locate medical care, Europ Assistance is available for timely help anywhere around the world. Europ Assistance provides the following services worldwide:

### Medical Assistance Services:

- Medical provider search and referrals to help find hospitals and doctors in a given locale
- Medical monitoring of treatment
- Facilitation of medical payment
- Coordination of medication

### Medical Evacuation and Repatriation Services:

- Emergency medical evacuations and medically necessary repatriation
- Coordinate transportation to join a hospitalized family member
- Dependent children/traveling companion assistance

### Europ Assistance Contact Information

Toll free in the U.S. or Canada: 1.800.243.6124

From other international locations, call collect: 1.202.659.7803

### Travel Risk Intelligence Portal

As part of your Chubb insurance solution, insureds can access Europ Assistance's website that features information and tools to support travelers before and during their travel excursions. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- Mitigation tips and consulate contacts
- News and real-time security alerts
- General travel information

The Europ Assistance portal also includes useful tools to help minimize the inconvenience associated with international travel and support travelers in an emergency, such as translators for drugs and medical terms.

### Access the portal:

Go to the URL listed below to access Europ Assistance's portal and click on the "Sign Up Now" link in the gray **Log In** box. Use your **Group ID** and **Activation Code** to fill out the registration information.

Once registered, an automated e-mail will be sent to confirm your registration. Follow the link in this email to complete your registration. You can now access the Europ Assistance portal site at any time using your new login and password.

These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered.

*\*Please note, travel assistance services may not be insured for pleasure travel. It is important for you to review your coverage before departing on any trip.*

**URL: [www.acetravelassistance.com](http://www.acetravelassistance.com)**

**Group ID: aceah**

**Activation Code: security**

#### For medical referrals, evacuation, repatriation or other services please call:

Chubb Travel Assistance Program  
1-800-243-6124 (Inside the USA)  
1-202-659-7803 (Outside the USA Call Collect)  
OPS@europassistance-usa.com

Visit **[www.ACETravelAssistance.com](http://www.ACETravelAssistance.com)** for access to global threat assessments and location based intelligence.

Register to access the site using the Group ID and Activation Code below:

Group ID: aceah  
Activation Code: security

#### Travel Assistance Program

Plan Number: 01AH585  
Organization: RESEARCH FOUNDATION OF THE CITY UNIVERSITY OF NEW YORK  
Policy Number: 9908-46-79  
Assistance Provider: Europ Assistance USA

Europ Assistance provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event