



Medical & Travel Assistance Program

SUPPORT BEFORE, DURING AND AFTER TRAVEL

Congratulations! You and your dependents now have access to the Medical & Travel Assistance Program provided by AXA Assistance USA, Inc. This program offers you a broad range of worldwide medical and travel assistance services 24 hours a day, 365 days a year. With one simple phone call to our response center, you will be connected to a global network of providers to assist you when away from home.

Medical & Travel Assistance Services¹

MEDICAL TRANSPORTATION

- Emergency Medical Evacuation
- Medical Repatriation
- Return of Mortal Remains
- Transportation of Travel Companion
- Transportation of Family Member to Accompany Patient
- Escort of Dependent Children

MEDICAL ASSISTANCE

- Medical and Dental Referrals
- Coordination of Hospital Admission
- Critical Care Monitoring
- Dispatch of Physician
- Dispatch of Prescription Medication

TRAVEL ASSISTANCE

- Lost Document & Luggage Assistance
- Emergency Cash/Bail Assistance
- Emergency Message Transmission
- Legal Referrals
- General Travel Information

International Medical Teleconsultation²

24/7 MEDICAL CARE AT YOUR FINGERTIPS

With the International Medical Teleconsultation service, you and your family can receive virtual U.S. medical care when traveling abroad, outside of the U.S and Canada.

For minor ailments and conditions, U.S. licensed medical practitioners provide medical advice, treatment options, assistance with prescription refills and provider referrals, through your smartphone, tablet or web.

Register Before Your Next Trip Abroad

To register for International Medical Teleconsultation, call:

1 (877) 368-7369 (within the U.S.)

+1 (312) 935-9231 (collect)



Just a phone call away,
AXA Assistance USA services can be accessed
worldwide 24 hours a day,
7 days a week, 365 days a year.

Personal Assistance Services

TRAVEL WEB PORTAL and APP

Our web portal, WebCorp, offers travel information at your fingertips. Information available includes practical travel information, medical and security alerts, and our global medical provider search tool to help you before, during and after your trip.

Web Portal Login

Visit <https://webcorpsf.secure.force.com>

- Username:
registrationaccount.pacific@pacifiguardian.com
- Password: PGL2016

Complete the Web Portal registration first, then launch the App from Android or iOS system using the same password.

IDENTITY THEFT

You also have access to Identify Theft assistance while at home or traveling. The services provides:

- **Awareness and Education:** Providing you with educational information and prevention guide on identity theft.
- **Recovery & Resolution:** Guidance in taking the necessary steps if your identity is compromised.



PROGRAM TERMS

¹ Medical & Travel Assistance Services

When traveling 100 miles or more away from home for up to 120 days, expenses for medical transportation services are limited to a combined single limit of \$200,000 per person, per event. Vehicle return services are limited to \$1,000 annually.

All additional costs would be the responsibility of the member. Services will be provided as permitted under applicable law. Services must be authorized and arranged by AXA Assistance USA, Inc.

² International Medical Teleconsultation is not an emergency medical response program. In the event of a medical emergency, members should contact their local emergency medical service. Teleconsultation services may not be appropriate for all medical conditions. Carefully review our Terms of Service available by calling 312.935.9231. Services are available for limited, non-urgent, non-life threatening medical conditions. Services, including assistance with prescriptions, will be provided as permitted under applicable law. Teleconsultation services are provided by HAA Preferred Partners, LLC, an AXA Assistance company.

This program and its services, or any portion thereof, may be amended, modified, updated, discontinued or replaced at any time.

If you have any questions about the services or require assistance, please contact us at:

1 (877) 368-7369 or +1 **(312) 935-9231** (collect)
medassist-usa@axa-assistance.us

Services will not be provided or available for any loss or injury that is caused by, or a result of:

- Mental nervous condition or diagnosis
- Traveling against the advice of a physician
- Traveling for medical treatment
- Pregnancy and childbirth (exception: complications of pregnancy)
- Travel to any country subject to U.S. trade or economic sanctions

NO REIMBURSEMENTS FOR OUT-OF-POCKET EXPENSES WILL BE ACCEPTED.

