

Travel Assistance – A Simple Way For You to *Navigate Life's Journeys.*

“When my wife fractured her ankle while we were in France, your agent handled all the arrangements very professionally. Your services permitted me to concentrate on taking care of my wife instead of worrying about travel details.”⁵

TRAVEL SERVICE FROM THE HARTFORD¹ – DEALING WITH THE BUMPS IN LIFE JUST GOT EASIER.

You're on the road and things take an unexpected turn – an emergency occurs. You need help plain and simple. Well now, assistance is simply a phone call away for employees covered under a group policy through The Hartford. Toll-free emergency assistance is available to you, your spouse, and your dependents² 24 hours a day, 7 days a week when traveling 100 miles or more from your primary home (national or international travel) for 90 days or less.³

The Hartford's Travel Assistance Program is provided by Worldwide Assistance Services, Inc., a leader in the travel assistance industry. Please keep the wallet-size ID card with important contact information handy for easy access when planning for or while on a trip.

TRAVEL SERVICES OFFERED – SIMPLICITY FROM THE WORD GO.

The Hartford's Travel Assistance Program provides three kinds of services for your business or vacation travels – Pre-Trip Information, Emergency Medical Assistance and Emergency Personal Services. Of course, all our travel services are simple to take advantage of from start to finish.

The program offers funds up to \$150,000 to cover services provided.⁴ A service qualifies for payment or reimbursement only if Worldwide Assistance Services, Inc. was contacted at the time of service and arranged and/or pre-approved it.

PRE-TRIP INFORMATION – LIFE'S A TRIP. PREPARING FOR IT SHOULD BE SIMPLE.

Planning a trip can often be more complex than you think, so the Travel Assistance Program includes a wide range of helpful informational services before you leave home or the office, including:

- Visa, Passport, Inoculation and Immunization Requirements
- International “Hot Spots”
- Travel Advisories
- Foreign Exchange Rates
- Embassy and Consular Referrals

DETACH WALLET ID CARD. ▶

IDENTIFICATION CARD

Travel Assistance

A simple way for you to navigate life's journeys.

Provided by Worldwide Assistance Services, Inc.

To obtain around-the-clock travel assistance services, see reverse side.



Service Exclusions and Limitations: Worldwide Assistance Services, Inc. (WA) services are eligible for payment or reimbursement by WA only if WA was contacted at the time of the service and arranged and/or pre-approved the service.

WA does not provide services or pay for expenses caused by or resulting from certain situations, including suicide or attempted suicide, mental or emotional disorders unless hospitalized, war, participation in any military maneuver or training exercise, piloting an aircraft, commission of or the attempt to commit a criminal act, traveling to obtain medical services or treatment, being under the influence of drugs or intoxicants unless prescribed by a physician, pregnancy or childbirth (except for complications of pregnancy), injury or illness that can be treated locally and does not prevent continuation of the trip, participation as a professional in athletics, and assistance not shown as covered. WA is not affiliated with The Hartford. Neither WA nor The Hartford is liable for negligence or other acts of omission by any recommended medical professionals, medical facilities, or legal counsel.

1 The Hartford[®] is The Hartford Financial Services Group, Inc. and its subsidiaries, including issuing companies Hartford Life and Accident Insurance Company, Hartford Life Insurance Company and Hartford Life Group Insurance Company. All benefits are subject to the terms and conditions of the policy. Policies underwritten by the issuing companies listed above detail exclusions, limitations, reduction of benefits and terms under which the policies may be continued in force or discontinued.

2 Dependent children are defined as being under the age of 19 or under the age of 25 if a full-time student in actual attendance at an accredited school or college and primarily dependent on the Covered Employee for support and maintenance.

3 Services are available in every country of the world. Depending on the current political situation in the country to which you are traveling, WA may experience difficulties providing assistance, which may result in delays or even the inability to render certain services. It is your responsibility to inquire, prior to departure, whether assistance service is available in the countries where you are traveling.

4 The Combined Single Limit (CSL), or amount of money available to the insured under the Travel Assistance Program, is \$150,000. One service or a combination of the services may exceed the CSL. The insured is responsible for payment of any expenses that exceed the CSL. Note: Certain Accidental Death and Dismemberment programs may offer different CSLs. Please consult with your Human Resources Manager for more details.

5 Quote from employee who used the Travel Assistance Program in 2006.

1157 (Rev 7/06) Printed in U.S.A.

©2006 The Hartford, Hartford, CT 06115

EMERGENCY MEDICAL ASSISTANCE

When you have a medical emergency, the Travel Assistance Program pays for assistance as described below, *but you are personally responsible for paying your medical/hospital expenses.*

- **Medical Referrals** – Refers you to physicians, dentists and medical facilities worldwide.
- **Medical Monitoring** – During the course of a medical emergency, professional case managers, including physicians and nurses, will monitor your level of care and determine if further intervention, medical transportation or possibly repatriation is needed.
- **Medical Evacuation** – Transportation to the closest medical facility that can provide an appropriate level of care will be arranged and paid for if medically necessary.
- **Repatriation** – Transportation home for further medical treatment will be arranged and paid for if medically necessary.
- **Traveling Companion Assistance** – If your traveling companion's previously made travel arrangements are lost due to your hospitalization, new arrangements will be made and funded.
- **Dependent Children Assistance** – If, due to your hospitalization, your dependent children are left unattended, travel arrangements will be made and funded for their return home with a qualified escort if necessary.
- **Visit by a Family Member or Friend** – If you are traveling alone and are hospitalized for at least 7 consecutive days or are in critical condition, travel arrangements will be made and funded for a family member or friend to visit if that service is deemed medically necessary.
- **Emergency Medical Payments** – Advances funds to cover on-site medical expenses, upon satisfactory guarantee of reimbursement.
- **Return of Mortal Remains** – The proper return of remains for burial will be arranged and paid for in the event of death while traveling.
- **Replacement of Medication and Eyeglasses** – Your prescription or eyeglasses will be replaced if lost, stolen, or used up, subject to local law, whenever possible. *Payment for the prescription medication, eyeglasses or any shipping expense is your personal responsibility.*

EMERGENCY PERSONAL SERVICES

The Travel Assistance program provides the following services, but *you are personally responsible for the cost of air fare not approved as medically necessary by the attending physician; food, hotel and car expenses; and attorney fees.* Emergency cash advances and bail advancement require a satisfactory guarantee of reimbursement.

- **Sending and Receiving Emergency Messages** – Relays emergency messages to and from friends, relatives and business associates toll-free 24 hours a day, 7 days a week.
- **Emergency Travel Arrangements** – Makes or changes airline, hotel, and car rental reservations.
- **Emergency Cash** – Advances funds.
- **Locating Lost Items** – Assists in locating lost luggage and personal possessions.
- **Legal Assistance** – Assists in locating an attorney.
- **Bail Advancement** – Advances funds for bail, where permitted by law.
- **Translation** – Provides telephone translation.

FOR TRAVEL ASSISTANCE PROGRAM

If you are 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, contact Worldwide Assistance Services, Inc.

Toll-free from the U.S. or Canada 800-243-6108
Collect from other locations 202-828-5885
Fax 202-331-1528

Please provide your employer's name, a phone number where you can be reached, nature of the problem and this Travel Assistance Identification Number: **GLD-09012**

If you have a serious medical emergency, please obtain emergency medical services first, and then contact us for follow-up.

Policy No.* _____

*Please contact your Human Resources/Personnel Department if this information is blank.

We deliver on our promises every day.

