Congratulations, you now have access to IMG and Crisis24’s Travel Assistance Services, an indispensable offering available to you. IMG and Crisis24 have extensive experience handling complex and remote medical transport situations, as well as providing support for travel concerns when they arise. Our team of international, multilingual specialists are accustomed to working across time zones and with different languages and currencies. Utilizing our extensive global network of medical care providers, our onsite 24/7/365 U.S.-based call center is available day or night to provide high-quality care you can depend on.

**Emergency Medical Transport Services**

- Dispatch of a Physician
- Emergency Medical Evacuation
- Services for Medical Repatriation
- Return of Dependent Children
- Repatriation of Remains
- Return of Travel Companion
- Visit of a Family Member or Friend
- Vehicle Return Services

**Medical Assistance Services**

- Convalescence Arrangements
- Outpatient Services
- Interpretation Services
- Replacement of Medical Devices
- Direct Billing
- Pre-Authorization
- Medical Referrals
- Dental Referrals
- Medical Monitoring
- Cost Management
- General Medical Advice
- Prescription Transfer

**Travel Assistance Services**

- Emergency Cash/Bail Assistance
- Lost Luggage and/or Document Assistance
- Consulate and Embassy Location
- Pre-Trip and Cultural Information
- Legal Referrals
- Urgent Message Relay

**Security Assistance Services**

- 24/7 Crisis Hotline
- Political Evacuation and Repatriation*
- Security Intelligence
- On the Ground Security Assistance*
- Safety Advisory
- Destination Briefing

*This service is only available if upgrade was purchased.
Go to the travelsecurity.garda.com portal.

Click LOGIN and enter your professional email address.

Complete the Registration form using your Crisis24 contract number: **17632020**

An email will be sent from mailing@travelsecurity.garda.com to validate your email address (if you do not receive the email within a few minutes, check your spam folder)

**Note**: If your email address domain is recognized by the system, the above contract number will not be required.

Your account will be approved by our team and confirmation email will be sent to you. You will be able to access your account and update your profile with your group entity information.

To download the mobile app, visit the Apple Store or Google Play Store and search for the GardaWorld Travel Security app.

The first time you use the app you will need to fill in your email and password. If you already have an account on travelsecurity.garda.com, use the same credentials.

If you do not have an account, you need to create a new user following the steps identified above.

After downloading the app, you will have access to:

- View existing trips
- Register new trips
- Subscribe to location alerts
- Research information about your travel destination
The participant is entitled to IMG Assistance Services. All services must be provided by International Medical Group (IMG). No claims for reimbursement will be accepted. This is not a medical insurance card. Valid until termination of policy.

**NOTE:**
IMG/Crisis24 will provide emergency medical assistance services for third-party expenses related to a qualified medical evacuation, medical repatriation, return of mortal remains, or political evacuation. Any expenses related to these services would be the responsibility of the Member or Group. Emergency medical services must be arranged by IMG designated personnel to be eligible for services under this program. All services must be provided or coordinated by IMG/Crisis24. Evacuation services are provided to the nearest safe location and then to your resident country, if needed. Services are not available to the extent they would expose IMG or any of its insurers to any sanction, prohibition or restriction under U.N. resolutions or the trade or economic sanctions, laws or regulations of the E.U., U.K., or U.S.A. Please review the services agreement for complete details.

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**Attention**

**THIS IS NOT A MEDICAL INSURANCE CARD**

The participant is entitled to IMG Assistance Services.

参与着有权享受IMG旅行和医疗援助服务。

El participante tiene derecho a los servicios de asistencia médica y de viaje de IMG.

Le participant a droit aux services de voyage et d’assistance médicale IMG.

All services must be provided by International Medical Group (IMG). No claims for reimbursement will be accepted.