



Travel Assistance Services



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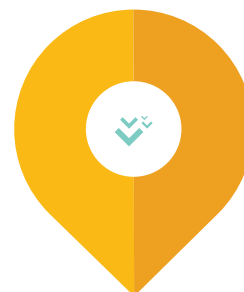
POWERED BY



Travel Assistance Services



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*

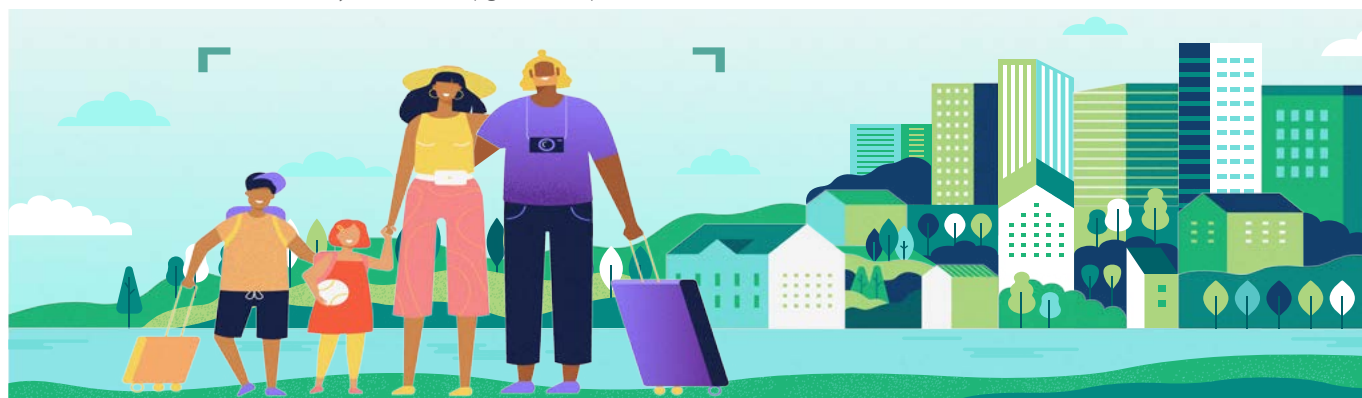
Security Intelligence

On the Ground Security Assistance*

Safety Advisory

Destination Briefing

*This service is only available if upgrade was purchased.



This document is for informational purposes only and describes IMG and Crisis24's general capabilities and a broad overview of the services it offers. The actual services and payments that IMG/Crisis24 arranges or provides for you will be determined by your services contract.

Travel Assistance Portal and Mobile App Access

- 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.

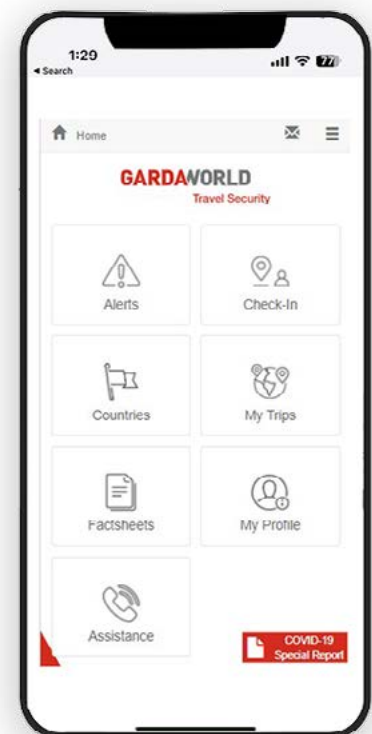


The first time you use the app you will need to fill in your email and password. If you already have an account on travelsecurity.garda.com, use the same credentials.

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





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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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INTERNATIONAL MEDICAL GROUP® TRAVEL ASSISTANCE PROGRAM

From anywhere in the world:

463.274.2241

assist@imglobal.com



Company **iNext** Control

This is not a medical insurance card. Valid until termination of policy.

Attention

THIS IS NOT A MEDICAL INSURANCE CARD

The participant is entitled to IMG Assistance Services.

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.

参与者有权享受IMG旅行和医疗援助服务。

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

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