



General Global Assistance (“GGA”) – User Guide

GGA provides comprehensive emergency assistance. They are a 24-hour 7 day a week resource and their operators are standing by to help you.

Making a Call: If you do need to call Generali Global Assistance during your trip, here is what you can expect:

1. Your call will be answered by an operator who will assess the nature of the call and collect some general information from you (take your iNext insurance card out if you have it, your member ID will help speed up the process of determining what your plan covers. If you don’t have it with you, don’t worry, they will still help you).
2. Depending on the nature of your call, you will most likely be transferred to a case manager, who will also give you a case record identification number (write this down if you can! This will facilitate being connected to the right person if you need to call back).
3. You may be put on hold during the call – don’t worry, sometimes it takes time to coordinate between the insurance provider, medical advisors, local GGA agencies on the ground, etc.
4. You may be transferred to a member of another team (ex. translation services, medical evaluator, etc).

One of the benefits of having Generali Global Assistance is access to the student portal that is full of resources and tools that will help you, particularly when you are away from your host city and your helpful iNext staff. The chart below outlines all of the key features of the General Global Assistance portal.

Home Page	Program Tab	Locale Info Tab	Tools Tab
<ul style="list-style-type: none"> Trip Organizer: lets you keep track of your travel plans and provides you with helpful information, including access to Triplt which can organize your travel confirmations into an itinerary for you Global Alerts: the most recent global alerts from anywhere around the world in addition to top news stories from around the globe. Find Locale Info: search box to find local information for any country and many cities. Emergency Help: contact information – both local for any country and for Generali Global Assistance. 	Provides you with all of the benefits available to you through Generali Global Assistance including: <ul style="list-style-type: none"> Medical Monitoring Emergency Travel Arrangements Emergency Cash Advance Interpretation/Translation Evacuation Services for medical or emergency reasons 	This will provide you with a profile for each region or city including: <ul style="list-style-type: none"> risk assessment recent alerts information about the medical system security transportation, and more This is a very useful tool when travelling or thinking about travelling to a new destination	<ul style="list-style-type: none"> Drug Translator Calling Codes Medical Phrasebook Find a Medical Provider – search feature with a network of medical facilities, doctors, and specialists

Portal Website Access: <https://eservices.europassistance-usa.com/sites/inext>

Group ID: C2INX **Activation Code:** 160722

Contact: 866-506-5304 **International:** 240-330-1548 **Email:** OPS@us.generaliglobalassistance.com