

TRAVELEX TRAVEL ASSISTANCE: 24 HOUR WORLDWIDE ASSISTANCE SERVICE

ON CALL INTERNATIONAL

A 24-hour emergency telephone assistance service is available for Your benefit so that, in the event of an emergency while on the Covered Trip, English speaking help and advice may be furnished to You.

PART I - TRAVELER'S ASSISTANCE

On Call International multilingual staff can assist You in solving a variety of unexpected complications during the Covered Trip such as lost tickets or belongings. If necessary, On Call International may also help locate legal counsel. Pre-Trip information such as cultural, visa requirements and exchange rates can also be provided.

PART II - MEDICAL ASSISTANCE

If a medical emergency arises during travel, On Call International may help You find local medical care. Physicians and hospitals worldwide can contact On Call International to confirm coverage and, if required, help You arrange immediate settlement of medical expenses resulting from an Injury during the Covered Trip. On Call International will coordinate emergency medical situations, with Your home physician and arrange Emergency Medical Evacuation services.

PART III - EMERGENCY CASH TRANSFER

On Call International can help arrange a fund transfer through Your credit cards, family, friends, employer or similar source if You need cash while on the Covered Trip.

NOTE: Problems of distance, information and communication make it impossible for United States Fire Insurance Company, Travelex Insurance Services, On Call International, or Health Special Risk to assume any responsibility for the availability, quality, use or result of any emergency service. In all cases, You are still responsible for obtaining, using and paying for Your own required services of all types.

ASSISTANCE PHONE NUMBERS

For emergency assistance while traveling, please call:

Toll-Free: 1-866-525-1952 (U.S. and Canada only)

Collect: 1-603-328-1952 (All other countries – access an operator to facilitate the call)

When calling for assistance, please provide your Confirmation Number and Product ID number located on your Confirmation of Coverage.

OPERATOR ASSISTANCE

If you are traveling in a country that uses an automated operator system, you may not be able to complete a collect call without the assistance of an AT&T operator. To find directions on how to connect to an AT&T operator while on your trip, please visit the AT&T USADirect® website at:

<http://www.usa.att.com/traveler/tools/wallet.jsp>.

****Print calling information for all countries on your itinerary prior to your departure.****

Calling Tips for Operator Assistance:

1. Dial the AT&T access number provided.
2. An English-language voice prompt will ask you for the telephone number you are calling.
3. Press zero or stay on the line and an AT&T Operator will assist you.

REIMBURSEMENT METHOD

If you have been unsuccessful in getting connected to On Call International using the toll-free or collect lines, you can always call On Call International directly at **1-603-328-1952**, keep receipts of any phone charges that identify the 1-603-328-1952 phone number and then submit them with your claim for consideration of reimbursement once you return from your trip.

