

## About Assist America

Assist America, formed in 1990, is the nation's largest provider of emergency travel assistance services through employee benefit plans. Assist America responds when any eligible member becomes ill or injured while traveling just 100 miles or more away from home, domestically or abroad.

## Using Assist America's Services

Next time you or your family members are traveling and need emergency assistance, remember to use the phone number on the back of your Assist America ID card. Be sure to carry the card with you at all times. One simple phone call puts you in touch with Assist America's highly-trained staff who will ensure your call is handled promptly, and will even coordinate with your medical benefit plan.

**All services must be provided and arranged by Assist America. No claims for reimbursement will be accepted.**



EMERGENCY  
TRAVEL  
ASSISTANCE  
SERVICES



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Emergency  
Travel Assistance Services

- The holder of this card is a member of Assist America and is entitled to its medical and personal services.
- El portador de esta tarjeta es miembro de Assist America y tiene derecho a los servicios personales y de asistencia medica de Assist America.
- Le titulaire de cette carte est membre d'Assist America a droit a l'assistance médical et aux services personnels d'Assist America.

### Attention

*This is not a medical insurance card. No claims for reimbursement will be accepted. All services must be arranged and provided by Assist America. Assist America excludes coverage for spouse business travel.*

*On a long-term trip? Assist America services are available to travelers on continuous trips up to 90 days and to students studying abroad up to one semester.*

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This brochure provides a general description of emergency travel assistance services provided by Assist America.

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 93P-LH, 98P-ADD, 02P-STD TDB Policy-2006, 02-SL, 07-SL, and 01C-LH-PT. In New York, group insurance policies are underwritten by Sun Life Insurance and Annuity Company of New York (New York, NY) under Policy Form Series 93P-LH-NY, 06P-NYDBL, 02P-NYSTD, 98P-ADD-NY, 02-NYSL, 07-NYSL, and 01NYC-LH-PT. Group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Wellesley Hills, MA) in all states under Policy Forms Series GP-A and GP-D (or appropriate state edition). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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*Live Life to the Fullest.*



# Emergency Travel Assistance

Sun Life Financial is pleased to offer you Emergency Travel Assistance services provided by Assist America. This unique emergency medical and personal assistance program protects you 24 hours a day, 365 days a year, whenever you travel more than 100 miles from home. This service is available to you as an active employee enrolled in Sun Life Financial's Basic Group Life insurance.

Assist America connects you to Western-quality doctors, hospitals, pharmacies and other vital services if you are faced with a medical-related emergency while traveling anywhere in the world.

## Assist America Advantages

You and your family (whether traveling together or separately) can activate Assist America's emergency medical and personal travel assistance services with one simple phone call to the number on your Assist America ID card. You will immediately be connected to:

- Pre-qualified medical providers anywhere on the globe
- A state-of-the-art Operation Center with world-wide capabilities
- Air and ground ambulance providers

The Operation Center is staffed with medically trained, multilingual personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.

**Assist America pays for all of the assistance services it provides.**

## Key Benefits

### Medical Consultation, Evaluation and Referral

Your calls to the Operation Center are evaluated by medical staff and referred to English-speaking doctors and/or hospitals.

### Hospital Admission Guarantee

Assist America guarantees hospital admission outside the United States by validating your health coverage or by advancing funds to the hospital.

### Emergency Medical Evacuation

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate you to the nearest facility capable of providing proper care.

### Critical Care Monitoring

Assist America's medical personnel maintain regular communication with your attending physician and/or hospital and relay information to your family.

### Medical Repatriation

When you still require medical assistance upon being discharged from a hospital, Assist America repatriates you home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

### Prescription Assistance

If you need a replacement prescription while traveling, Assist America helps with filling that prescription.

### Emergency Message Transmission

Assist America receives and transmits emergency messages.

### Emergency Trauma Counseling

Assist America provides initial, telephone-based counseling and referrals to qualified counselors as needed or requested.

### Compassionate Visit

If a member is traveling alone and will be hospitalized for more than seven days, Assist America will provide economy round-trip common carrier transportation to the place of hospitalization for a designated family member or friend.

### Care of Minor Children

Assist America arranges for the care of children left unattended as the result of a medical emergency and pays for the transportation costs involved in such arrangements.

### Legal and Interpreter Referrals

Assist America refers members to interpreters and legal personnel, as necessary.

### Return of Mortal Remains

Assist America renders every possible assistance in the event of a member's death, including arranging and paying for the transportation of remains and procuring required documentation.

Call Assist America if you are 100 miles or more from home and:

- Require medical assistance, medical consultation, or medical evacuation
- Experience local language problems
- Require a hospital admission guarantee

When you call the Assist America Operations Center, please have the following information:

- Your name, telephone number and relationship to patient
- Patient's name, age, gender, reference number and employer
- Description of the patient's condition
- Name, location and telephone number of hospital, if applicable
- Name and telephone number of attending physician
- How to reach the treating doctor immediately

*Be sure to fold this card and carry it in your wallet at all times.*

## Emergency Travel Assistance Services

**#01-AA-SUL-100101**

Reference Number

Employer Name

Policy Number

Employee Name

If you need assistance and are more than 100 miles from home, call or email:

800-872-1414  
Within the U.S.

301-656-4152  
Outside the U.S.

medservices@assistamerica.com  
Email

assist america®

Sun  
Life Financial®