



Global Travel
Assistance Services



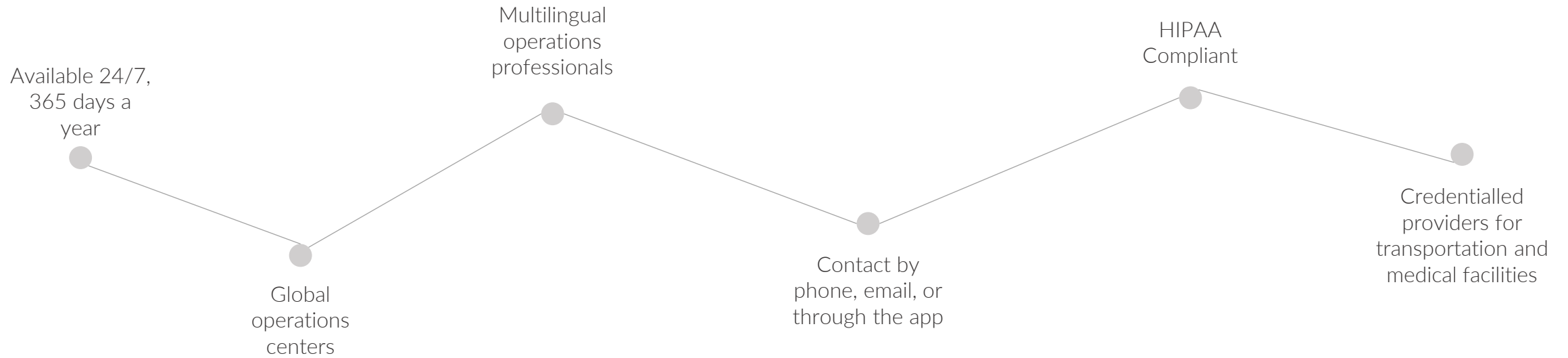
Sun Life®



ABOUT

ASSIST AMERICA

Since 1990, Assist America was formed to address the specific needs of the global insurance industry. Our members enjoy freedom from dealing with complex decisions and financial considerations during difficult times, and security in knowing that initiating Assist America services will put our network of resources into action to respond to travel emergencies. With **7 global offices** and **40 million lives** under our purview, we are committed to providing exceptional service on behalf of our **insurance partners**.



Global Operations

Assist America's 24-hour global operations center is available 7 days a week 365 days a year for members in need. Our multilingual assistance coordinators are prepared to administer assistance anytime, anywhere.



Global Emergency Medical Assistance

Provide urgent help to member



Medical
Consultation,
Evaluation, &
Referral



Medical
Monitoring



Foreign Hospital
Admission
Assistance



Medical
Repatriation



Medical
Evacuation



Prescription
Assistance

*All services must be arranged and provided by Assist America



Travel Assistance

Provide travel help to member



Care of Minor
Children



Return of
Mortal Remains



Compassionate
Visit



Legal & Interpreter
Referrals



Return of Vehicle

*All services must be arranged and provided by Assist America



Travel Assistance

Provide travel help to member



Emergency Cash
& Bail Bond
Coordination



Emergency
Message
Transmission



Lost Luggage
& Document
Assistance



Mobile App
Services



Pre-Trip Planning

*All services must be arranged and provided by Assist America

➤ Identity Protection



Provides members with preventative and resolution tools to safeguard their data and restore its integrity if used fraudulently.

The program includes:

- 24/7 Identity Fraud Support
- Access to ID-Theft Experts
- Credit Card and Document Registration via Card Patrol
- Internet Fraud Monitoring

➤ Identity Protection



Credit Card and Document Registration through www.cardpatrol.net

CARD PATROL
Guarding Your Identity

You'll rest easy with state-of-the-art monitoring
for your credit cards, debit cards, and
Social Security number



ACTIVATE CARD PATROLSM

If you would like to become a Card Patrol Member, please enter your Access Code you received with your membership materials below. Then click "Activate Now" to continue the enrollment process.

Access Code:

Activate Now



CUSTOMER LOGIN

Username:

[Forgot Your Username?](#)

Password:

[Forgot Your Password?](#)

Log In

No Financial
Limitations



No Pre-Existing
Condition Exclusions



No Geographical
Exclusions



No Exclusion for
Adventure Sports



No exclusions for
alcohol-related incidents



Ongoing Training



Road, Rail, and Air Travel
assistance covered

Program Advantages

Assist America's notable advantages that elevate our program.

Extended/Expatriate Coverage

Individual: \$80

Family: \$120

If your travels will exceed 90 days, be sure to purchase the extended program to utilize the travel assistance program, if needed. The period of coverage must coincide with the effective dates of your insurance policy for which Assist America is attached as a value-added service. To enroll in extended coverage, visit www.assistamerica.com under “Additional Services”, choose Expatriate/Extended Program to complete the enrollment form.



➤ Conditions & Exclusions



AA will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of an unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of Participant from one medical facility to another medical facility of similar capabilities which provides a similar level of care
- Trips exceeding 90 consecutive days away from legal residence.

AA will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the Participant from continuing their trip or returning home
- If the Eligible Participant is pregnant and beyond the end of the 28th week and with respect to the child born from the pregnancy, AA will not evacuate or repatriate a child born while the Eligible Participant was traveling beyond the 28th week
- With mental or nervous disorders unless hospitalized



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Assist America Travel App



“Tap for Help”



Available in 7 Languages



Travel Status Indicator



Mobile ID Cards



Pre-Trip Information



U.S. Pharmacy Locator



Travel Alerts



Embassy & Consulate
Locator

Service Eligibility

Eligibility verification process includes a monthly report from Sun Life to verify active employer groups and Assist America contacting the employer to verify eligibility.



Active Sun Life
Policyholder

Traveling more
than 100 miles
from legal
residence



Traveling under
90 consecutive
days

01-AA-SUL-100101





Download the
Travel App and
Enjoy your **Travels!**



609-921-0868
800-872-1414



services@assistamerica.com



202 Carnegie Center
Suite 302A
Princeton, NJ 08540



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