



ATTENTION

In the event of a medical or security emergency, call  
CampusConnexions® Travel Assistance

**+1 888-287-4741** (toll-free)  
**+1 515-365-3990** (direct or collect)

### Call when you:

- Have a medical or mental health emergency
- Need security advice and assistance
- Need a referral to a hospital or specialist or need help arranging care
- Require medical transportation or to be evacuated
- Need to guarantee payment for medical expenses
- Experience local communication problems, need translation support
- Need emergency prescription replacement
- Need a legal referral or bail assistance
- Require emergency message relay
- Seek pre-travel destination information

### Be prepared to provide the following

- Caller name, contact information (phone, email), relationship to Covered Person
- Covered Person's name, age, gender
- Name, location, and contact information of hospital or treating physician
- Description of the condition or situation

“Covered Person” means the person insured under the applicable Chubb policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

## 24 hours a day, 365 days a year

Chubb has arranged with the Assistance Provider to provide you access to travel assistance services around the world. Some of these services include:

- **Medical emergencies** – Access to licensed medical and mental health professionals; doctor, hospital, dentist and clinic referrals; scheduling & coordinating care, hospital admission guarantee; arranging direct medical payments to providers; dispatch of a doctor or specialist, arranging medical transportation, evacuation, repatriation; medical monitoring & case management; replacement of prescription medication or eyeglasses; medical escort transportation; family reunion travel arrangements
- **Security & safety** – Crisis hotline; live consultation, advice and on-the-ground assistance from security specialists when safety or well-being is threatened; arrangement for transportation and evacuation to safe haven; emergency message transmission
- **Travel assistance** – Embassy and consular referrals; emergency travel arrangements; emergency cash advance; legal referrals & bail assistance; emergency message relay to relatives or an institution; location of lost or stolen documents and articles; translation assistance; pre-trip planning; vehicle return; general travel advice

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is subject to verification of eligibility and is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. The Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers. In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by the Assistance Provider are not employees or agents of the Assistance Provider and the choice of provider is yours alone. The Assistance Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

Chubb is the marketing name used to refer to subsidiaries of headed by Chubb Ltd. (NYSE:CB). Insurance products are provided by Chubb underwriting company affiliates and not by the parent company itself. CampusConnexions® as used herein is the brand name for the plan management and insurance brokerage services provided by Mercer Health & Benefits LLC.

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**+1 515-365-3990** (direct or collect)  
[Medassist-usa@axa-assistance.us](mailto:Medassist-usa@axa-assistance.us)

Visit Travel EYE® [www.mercertravelassist.com](http://www.mercertravelassist.com) to access to real-time global threat assessments, location based intelligence and destination information. Services provided by AXA Assistance USA, Inc.

## CampusConnexions® Travel Assistance

**Institution Name:** \_\_\_\_\_

**Policy Number:** \_\_\_\_\_

**Assistance Provider:** AXA Assistance USA, Inc.

AXA provides emergency medical, security, travel assistance and pre-trip planning services.

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