



Travel Resource Services™

Your Ticket to Safe and Worry-Free Travel

Our Travel Resource Services provider, Generali Global Assistance, Inc. (GGA), offers around-the-clock emergency and information services that can help you access emergency assistance when you are traveling 100 or more miles away from home. Help is there when a crisis strikes. More than 850,000 multilingual service professionals stand ready to assist you in more than 200 countries and territories worldwide.

In 2017, almost
72 million
U.S. citizens traveled
outside the country.¹

Travel Resource Services™

In the U.S. and Canada call
877-715-2593

From other locations (call collect)
202-659-7807

ops@us.generaliglobalassistance.com



Key Services

Medical Search and Referral: GGA will assist you in finding physicians, dentists and medical facilities.

Medical Monitoring: During the course of a medical emergency, professional case managers, including physicians and nurses, will monitor your case to determine whether the care is appropriate or if evacuation/repatriation is required.

Medical Evacuation/Return Home: In the event of a medical emergency, when a physician designated by GGA determines that it is medically necessary for you to be transported under medical supervision to the nearest hospital or treatment facility or be returned to your place of residence for treatment, GGA will arrange and pay for the transport under proper medical supervision.

Traveling Companion Assistance: If a travel companion loses previously made travel arrangements due to your medical emergency, GGA will arrange for your traveling companion's return home.

Dependent Children Assistance: If any qualifying dependent children under the age of 18 traveling with you are left unattended because you are hospitalized, GGA will arrange and pay for their economy class transportation home. Should transportation with an attendant be necessary, GGA will arrange for a qualified escort to accompany the children.

Visit by Family Member/Friend: If you are traveling alone and must be or are likely to be hospitalized for at least seven consecutive days or in critical condition, GGA will arrange and pay for round-trip transportation for one member of your immediate family, or one friend designated by you, from his or her home to the place where you are hospitalized.

Return of Mortal Remains: In the event of your death while traveling, GGA will arrange and pay for all necessary government authorization, including a container appropriate for transportation and for the return of the remains to the place of residence for burial.

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Replacement of Medication and Eyeglasses: GGA will arrange to fill a prescription that has been lost, stolen or requires a refill, subject to local law, whenever possible. GGA will also arrange for shipment of replacement eyeglasses. Costs for shipping of medication or eyeglasses, or a prescription refill, etc. are your responsibility.

Emergency Travel Arrangements: If appropriate, GGA will make new travel arrangements or change airline, hotel and car rental reservations.

Emergency Cash: GGA will advance up to \$500 after satisfactory guarantee of reimbursement from you. Any fees associated with the transfer or delivery of funds are your responsibility.

Legal Assistance/Bail: GGA will locate an attorney and advance bail bond, where permitted by law, with satisfactory guarantee of reimbursement from you. (You pay attorney fees.)

Interpretation/Translation: GGA will assist with telephone interpretation in all major languages or will refer you to an interpretation or translation service for written documents.

Pre-Trip Information: GGA offers a wide range of informational services before you leave home, including: visa, passport, inoculation and immunization requirements, cultural information, temperature, weather conditions, embassy and consulate referrals, foreign exchange rates and travel advisories.

Eligibility:

When am I eligible for these services?

You, your spouse or domestic partner, and dependent children who have life insurance coverage from Blue Cross and Blue Shield of Texas are eligible for this service once your coverage has been verified. Pre-trip informational services are available at any time. All other services take effect when you are on a trip 100 miles or more from home lasting 90 days or fewer. Full-time students are exempt from the 90-day rule.

Who is responsible to pay for these services?

After your coverage has been verified, GGA will arrange and pay for the following (subject to the policy limits and guidelines):

- **Emergency evacuation:** \$150,000 Combined Single Limit (CSL)
- **Medically necessary repatriation:** Included in CSL
- **Repatriation of remains:** Up to \$15,000
- **Return of qualifying dependent children under age 18:** Up to \$5,000
- **Return of vehicle:** Up to \$2,500
- **Visit of family member or friend if traveling alone:** Up to \$5,000

All Travel Resource Services must be provided by GGA USA. There are no claim reimbursements provided under this Travel Resource Services program. If GGA is unable to verify your coverage, you must provide proper guarantee of payment prior to GGA incurring third party expenses.

¹National Travel and Tourism Office. "U.S. Citizen Travel to International Regions 2017." <https://travel.trade.gov/view/m-2017-0-001/index.html>. Published March 27, 2018. Accessed May 3, 2018.

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Conditions and Exclusions

GGA shall not provide services enumerated if the coverage is sought as a result of: suicide or attempted suicide; intentionally self-inflicted injuries; participation in any war, invasion, acts of foreign enemies, hostilities between nations (whether declared or not) or civil war, rebellion, revolution, and insurrection, military or usurped power; participation in any military maneuver or training exercise; traveling against the advice of a physician; traveling for the purpose of obtaining medical treatment; traveling in any country in which the U.S. State Department issued travel restrictions; piloting or learning to pilot or acting as a member of the crew of any aircraft; mental or emotional disorders, unless hospitalized; being under the influence of drugs or intoxicants unless prescribed by a physician; commission or the attempt to commit a criminal act; participation as a professional in athletics or underwater activities; participating in bodily contact sports; skydiving; hang gliding; parachuting; mountaineering; any race; bungee cord jumping; speed contests; spelunking or caving; heli-skiing, extreme skiing; dental treatment except as a result of accidental injury to sound, natural teeth; any non-emergency treatment or surgery, routine physical examinations, hearing aids, eyeglasses or contact lenses; pregnancy and childbirth (except for complications of pregnancy); curtailment or delayed return for other than covered reasons; services not shown as covered.

The services described above currently are available in every country of the world. Due to political and other situations in certain areas of the world, GGA may not be able to respond in the usual manner. GGA also reserves the right to suspend, curtail or limit its services in any area in the event of rebellion, riot, military uprising, war, terrorism, labor disturbance, strikes, nuclear accidents, Acts of God or refusal of authorities to permit GGA to fully provide services.

GGA is not responsible and cannot be held liable for any malpractice performed by a local physician or attorney who is not an employee of GGA; or for any loss or damage to your vehicle during the return of vehicle; or for any loss or damage to any personal belongings.

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