



WELLFLEET  
STUDENT

# TRAVEL ASSISTANCE

USING TRAVEL GUARD<sup>®</sup>

## TRAVEL ASSISTANCE INFO

Learn how to make the most of your health plan, including international travel assistance through Travel Guard, a Wellfleet Student partner.

## HOW TO CONTACT

Inside the United States and Canada:

- Dial toll free (877)305.1966.

Outside the United States and Canada:

- Request an international operator
- Request the operator to place a collect call to the United States at (715)295-9311.
- Email us at [assistance@aig.com](mailto:assistance@aig.com).

## WHEN TO CONTACT

- If you are traveling outside the United States and require medical assistance, or have a medical emergency or require medical evacuation or repatriation.
- If you are traveling outside the United States and need assistance with a non-medical situation such as lost luggage, lost documents, legal help, etc.

## INFORMATION YOU NEED

You will need to provide Travel Guard with the following information when you call:

- Group number or school name.
- Nature of your call and/or emergency.
- Be sure to provide contact information at your current location in the event Travel Guard needs to call you back.

## MEDICAL/TRAVEL ASSISTANCE SERVICES

Please refer to your plan brochure to verify if any of these benefits are available to you.

## MEDICAL ASSISTANCE

- Coordinate medical evacuation assistance.
- Physician/hospital/dental/vision referrals and assistance with appointments, when medical attention is required.
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local government procedures.
- Return travel arrangements.
- Assistance with emergency prescription replacement while abroad.
- coordinate dispatch of doctor or specialist.
- In-patient and out-patient medical case management.
- Arrangements of visitor to bedside of hospitalized insured.
- Eyeglasses and corrective lens replacement assistance.

## EMERGENCY TRAVEL

With just a phone call, this unique service offers dedicated travel experts who work around-the-clock to solve your last-minute travel problems and/or emergencies.

- Flight rebooking assistance.
- Hotel rebooking assistance.
- Rental vehicle booking assistance.
- Coordinate emergency return travel arrangements
- Missed connections coordination

## WORLDWIDE TRAVEL ASSISTANCE

Travel may be more hassle-free with this complete suite.

- Lost baggage search and luggage replacement assistance.
- Lost or stolen documents assistance.
- Immunization, visa and passport information.
- Emergency language interpretation and translation services.
- Urgent message relay to family, friends or university associates.
- Foreign exchange, ATM and weather information.
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations.
- Legal referrals/bail bond assistance.

## PERSONAL SECURITY ASSISTANCE

You may feel safe and secure with Travel Guard's Personal security assistance while traveling.

- Arrange emergency and security evacuations.
- Coordinate consultants to extract clients to safety.
- 24/7 access to security specialists who can provide safety and security information and advisories.
- Provide immediate security support over the phone for security needs.

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multi-lingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at [www.aig.com/travel](http://www.aig.com/travel) or [www.travelguard.com](http://www.travelguard.com). Follow us on Twitter, Facebook, Instagram, LinkedIn.

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