

# Emergency Medical and Travel Assistance Services

## Provided through Europ Assistance USA

Leading global emergency travel services provider  
208 countries and territories covered worldwide  
24 hour multi-lingual professionals

## Call Toll Free 24 hours a day/7 days a week

**IDD + (800) 0200-8888**

toll free outside U.S and Canada<sup>1</sup>

**1 + (800) 766-8206**

toll free in U.S and Canada

**1 + (202) 659-7777**

collect outside U.S. and Canada

**IDD + 1 + (202) 659-7777**

direct dial outside U.S and Canada

<sup>1</sup>for list of countries where available see  
[www.aceExecutiveAssistance.com](http://www.aceExecutiveAssistance.com)

### Political Evacuation Emergencies

#### Please Be Prepared with the Following Information

1. Name of caller, phone/fax, relationship to evacuee(s)
2. Evacuee(s) name, age, sex
3. Description of political emergency and reason for evacuation
4. Name, location and phone number where evacuee(s) can be reached
5. Policy Plan No. 01 SP 585
6. Name of Policyholder

### Medical Emergencies

#### Please Be Prepared with the Following Information

1. Name of caller, phone/fax, relationship to patient
2. Patient's name, age, sex
3. Description of patient's condition
4. Name, location and phone number of hospital
5. Name and phone number of treating doctor; where and when treating doctor can be reached
6. Health insurance, workers' compensation and auto insurance information (if involved in an auto accident)
7. Policy Plan No. 01 SP 585
8. Name of Policyholder

### International Direct Dial (IDD) Prefix for Dialing to U.S.

IDD (code of country from which you place call) + 1 (U.S. Country Code) + Area Code + Phone Number ~ wait for a second tone

Afghanistan - 00	Croatia - 00	Indonesia - 001, 007 (017 if using VoIP)	Mozambique - 00	Singapore - 001, 002, 008, 012, 013, 018 (019 if using VoIP)
Albania - 00	Cuba - 119	Iran - 00	Myanmar - 00	Sri Lanka - 00
Algeria - 00 ~	Cyprus - 00	Iraq - 00	Namibia - 00	Slovakia - 00
Andorra - 00	Czech Republic - 00	Ireland - 00	Nauru - 00	Slovenia - 00
Angola - 00	Denmark - 00	Israel - 00	Nepal - 00	Solomon Islands - 00
Anguilla - 011	Djibouti - 00	Italy - 00	Netherlands - 00	Somalia - 00
Antigua and Barbuda - 011	Dominica - 011	Jamaica - 011	New Zealand - 00	South Africa - 00
Argentina - 00	Dominican Republic - 011	Japan - 001, 010, 0061, 0041	Nicaragua - 00	Spain - 00
Armenia - 00	East Timor - 00	Kazakhstan - 8-10	Niger - 00	Sri Lanka - 00
Aruba - 00	Ecuador - 00	Kenya - 000	Nigeria - 009	Sudan - 00
Ascension - 00	Egypt - 00	Kiribati - 00	Norway - 00	Suriname - 00
Australia - 0011	El Salvador - 00	Korea, North - 00	Oman - 00	Swaziland - 00
Austria - 00	Equatorial Guinea - 00	Korea, South - 001, 002	Pakistan - 00	Sweden - 00
Azerbaijan - 00	Eritrea - 00	Kuwait - 00	Palau - 011	Switzerland - 00
Bahamas - 011	Estonia - 00	Kyrgyzstan - 00	Panama - 00	Taiwan - 002
Bahrain - 00	Ethiopia - 00	Laos - 00	Papua New Guinea - 05	Tajikistan - 8-10
Bangladesh - 00	Fiji - 00	Latvia - 00	Paraguay - 002	Tanzania - 000
Barbados - 011	Finland - 00, 990, 994, 999	Lebanon - 00	Peru - 00	Thailand - 001 (008, 009 when using VoIP)
Belarus - 8-10	France - 00, 40, 50, 70, 90	Lesotho - 00	Philippines - 00	Togo - 00
Belgium - 00	Gabonese Republic - 00	Liberia - 00	Poland - 0-0	Tonga - 00
Belize - 00	Gambia - 00	Libya - 00	Portugal - 00	Trinidad and Tobago - 011
Benin - 00	Georgia - 8-10	Liechtenstein - 00	Qatar - 00	Tunisia - 00
Bermuda - 011	Germany - 00	Lithuania - 00	Romania - 00	Turkey - 00
Bhutan - 00	Ghana - 00	Luxembourg - 00	Russia - 8-10	Turkmenistan - 8-10
Bolivia - 0010, 0011, 0012, 0013	Gibraltar - 00	Macao - 00	Rwanda, Republic of - 00	Tuvalu - 00
Bosnia and Herzegovina - 00	Greece - 00	Macedonia, Former Republic of - 8-10	Saint Helena - 00	Uganda - 000
Botswana - 00	Greenland - 00	Madagascar - 00	Saint Kitts and Nevis - 011	Ukraine - 8-10
Brazil - 0014, 0015, 0021, 0023, 0031	Grenada - 011	Malawi - 00	Saint Lucia - 011	United Arab Emirates - 00
British VI - 011	Guatemala - 00	Malaysia - 00	Saint Vincent and The Grenadines - 011	United Kingdom - 00
Brunei - 00	Cape Verde - 0	Maldives - 00	Samoa - 0	Uruguay - 00
Bulgaria - 00	Cayman Islands - 011	Mali Republic - 00	San Marino - 00	Uzbekistan - 8-10
Burkina Faso - 00	Central African Republic - 00	Malta - 00	Sao Tome and Principe - 00	Vatican City - 00
Burundi - 00	Chad - 15	Marshall Islands - 011	Saudi Arabia - 00	Venezuela - 00
Cambodia - 001	Chile - 00	Martinique - 00	Senegal - 00	Vietnam - 00
Cameroon - 00	China - 00	Mauritania - 00	Serbia - 99	Western Sahara - 00
Canada - 011	Colombia - 005, 007, 009	Mauritius - 020	Seychelles - 00	Yemen - 00
Cape Verde - 0	Comoros - 00	Mexico - 00	Sierra Leone - 00	Zambia - 00
Cayman Islands - 011	Congo - 00	Moldova - 00	Montenegro - 99	Zanzibar - 000
Central African Republic - 00	Congo, Democratic Republic of - 00	Monaco - 00	Montserrat - 011	Zimbabwe - 00
Chad - 15	Cote d'Ivoire - 00	Mongolia - 001	Morocco - 00 ~	
Chile - 00		Montenegro - 99		
China - 00		Montserrat - 011		
Colombia - 005, 007, 009		Moldova - 00		
Comoros - 00		Monaco - 00		
Congo - 00		Mongolia - 001		
Congo, Democratic Republic of - 00		Montenegro - 99		
Costa Rica - 00		Montserrat - 011		
Cote d'Ivoire - 00		Morocco - 00 ~		

ACE Foreign Casualty, a division of ACE USA, specializes in providing International Advantage® foreign insurance programs and specialty products to small, mid-sized and large U.S.-based companies and organizations. ACE USA is the retail U.S.-based operating division of the ACE Group, headed by ACE Limited (NYSE:ACE), a component of the S&P 500 stock index. The ACE Group conducts its business on a worldwide basis with operating subsidiaries in more than 50 countries. For more information on International Advantage®, visit [www.aceadvantage.com](http://www.aceadvantage.com).

## Companies

## Travelers Companion<sup>SM</sup>

## ACE Policy Provides Employees

## Executive Assistance<sup>®</sup> Services



## Around the Clock Protection

When Traveling on Business  
Outside Your Home Country

When Temporarily Assigned  
Outside Your Home Country



## Medical Assistance Services<sup>2</sup>

All services and payments must be arranged and pre-approved by Europ Assistance. Evacuations and repatriations must be ordered by a legally licensed physician and approved by a Europ Assistance designated physician to certify that the severity of the injury or sickness warrants an emergency evacuation/repatriation. All transportation arrangements must be by the most direct and economical route possible. If you are seriously ill or injured and cannot call, you must contact Europ Assistance as soon as you are able.

### Hospital Admission Deposit

Europ Assistance will either guarantee the payment of or wire any required emergency hospital admission deposit up to USD\$10,000. The policyholder or employee to repay deposit to Service Provider within 45 days (without interest).

### Medical Monitoring

Europ Assistance will monitor your condition when hospitalized abroad and will use best efforts to report your condition regularly to a person designated by you.

### Dispatch of a Doctor or Specialist

When Europ Assistance determines, based on information available to them, that your condition cannot be adequately assessed to evaluate the need for evacuation, Europ Assistance will dispatch a doctor or specialist to your location. ACE will pay the cost of the doctor's or specialist's travel to your location, but does not pay the cost of any medical services rendered by the doctor or specialist at the location.

### Emergency Medical Evacuation & Repatriation

If Europ Assistance determines adequate medical facilities are not available locally, Europ Assistance will arrange and ACE will pay for emergency medical evacuation under medical supervision, if necessary, to the nearest location with adequate facilities.

If Europ Assistance determines that it is medically necessary to repatriate you to a facility in your country of residence or citizenship, following stabilization, Europ Assistance will arrange and ACE will pay for repatriation under medical supervision, if necessary. Europ Assistance will arrange and ACE will pay the cost of one family member or other traveling companion to continue to accompany you during your evacuation or

repatriation, limited to the cost of the airfare, and an incidental expense maximum of USD \$300 per day, and USD \$5,000 maximum for any one occurrence.

## Personal and Legal Assistance Services<sup>2</sup>

**Pre-Trip Medical Referral Information** *to multi-lingual doctors and/or addresses and phone numbers of hospitals*

Europ Assistance will provide pre-trip referral information to you regarding countries and regions to be visited, including local multi-lingual doctors and/or addresses and phone numbers for hospitals.

**Emergency Medication** *arrangements and transportation*

Should you require prescription medication that is not available locally, Europ Assistance will make arrangements for the transportation of such medication, when possible and legally permissible, upon the request of the prescribing physician.

### Embassy and Consular Information

Europ Assistance will provide you or your traveling companions with contact information for embassies and consulates worldwide.

### Lost Document Assistance

Europ Assistance will assist with obtaining replacements if you lose important travel documents while traveling, including passport and credit cards. ACE does not pay the cost of obtaining such replacements.

### Emergency Cash Advance

Europ Assistance will, whenever possible, provide you with a cash advance of up to USD\$1,000 in local currency for emergencies.

### Legal Access

Europ Assistance will provide you with an introduction to local attorneys. Assistance also will be provided, but not the cost of, to obtain bail bonds in those areas where such bonds are customarily issued.

### Translations & Interpreters

Europ Assistance will provide personal emergency translation services, as well as referrals to interpreter services. When personal presence or other customized interpreter services are required, you are responsible to pay locally the cost of such interpreter services.

## Travel Assistance Services<sup>2</sup>

When Europ Assistance hospitalizes or evacuates you and a traveling companion's air ticket is no longer usable, Europ Assistance will arrange for, but not pay the cost of, one way air transportation for the companion to the original departure point, or to their residence.

## Emergency Political Evacuation<sup>2</sup>

Your company has priority access to emergency political evacuation services. All services and payments must be arranged and pre-approved by Europ Assistance and iJET Intelligent Risk Systems and must be ordered by an authorized representative of your company to certify severity of political situation warrants emergency evacuation/repatriation. All transportation arrangements must be by the most direct and economical route possible.

## Concierge Services<sup>2</sup>

Services you want when conducting business in other countries are available through Europ Assistance®, including: Pre-Trip Assistance, Destination Profiles, Epicurean Needs, Event Ticketing, Floral Services, Tee Time Reservations, Hotels Accommodations, Meet and Greet Services, Personalized Retail Shopping Assistance, Procurement of Hard-to-Find Items, Restaurant Referrals and Reservations, Rental Car Reservations and Airline Reservations. You are responsible to pay locally the cost of such services.

## e-Services<sup>2</sup>

Website: [www.aceExecutiveAssistance.com](http://www.aceExecutiveAssistance.com)<sup>3</sup>  
(see your company's administrator for log on details)

Valuable pre-trip planning information, including worldwide security and health information services, powered by iJET and Europ Assistance

**<sup>3</sup>Use of this website is intended solely for employees authorized by the policyholder. Misuse of this information, including User ID and Password, shall be the responsibility of the policyholder.**

<sup>2</sup>Please review your policy for a complete description of each of these services and exact terms and conditions.