Even the best planned trips can be full of surprises.

The best laid travel plans can go awry, leaving you vulnerable and, possibly, unable to communicate your needs. When the unexpected happens far from home, it’s important to know whom to call for assistance.

If you are covered under a Hartford Group Policy, you and your family have access to Travel Assistance Services provided by Europ Assistance USA.

With a local presence in 200 countries and territories around the world, and numerous 24/7 assistance centers, they are available to help you anytime, anywhere.

**Good to go: Multilingual assistance 24/7.**

Whether you’re traveling for business or pleasure, Travel Assistance services are available when you’re more than 100 miles from home for 365 days or less.

As long as you contact Europ Assistance USA at the time of need, you could be approved for up to $1 million in covered services.

**Services from here to there.**

Travel Assistance begins even before you embark, with pre-trip information, and continues throughout your trip. See the list of services in the chart on the back of this page.

**Identity theft assistance, too.**

Identity theft, America’s fast growing crime, victimizes almost 10 million American consumers each year. Europ Assistance USA helps protect you and your family from its consequences 24/7 at home and when you travel.

In addition to prevention education, this service provides advice and help with administrative tasks resulting from identity theft.

(continued on next page)

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**Case illustration: Help a world away.**

As a Human Resource Professional, Tammy had always been on the coordinating end of travel services helping her company’s employees; but when her daughter was hurt while traveling with her school group in Italy, she suddenly found herself in a different position.

Using the travel assistance medical referral, medical monitoring, and repatriation services from Europ Assistance USA, Tammy’s daughter was able to receive immediate medical treatment and was evacuated within 48 hours. The Europ Assistance USA Case Manager helped Tammy through some of the most stressful days she’s experienced as a mother and provided care for her daughter when she couldn’t.

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**Prepare today. Help protect tomorrow.**
Travel Assistance and ID Theft Protection Services

TRAVEL ASSISTANCE AND ID THEFT PROTECTION SERVICES

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* Cash advance available when theft occurs 100 miles or more from your primary residence. Must be secured by a valid credit card.

Need more facts?
For a more detailed description of the services please visit our Web site at thehartford.com/employeebenefits.

DISCLAIMER: Service Exclusions and Limitations: Europ Assistance USA (EA) services are eligible for payment or reimbursement by EA only if EA was contacted at the time of the services and arranged and/or preapproved the services. Certain terms, conditions and exclusions apply; for further information refer to the Web site listed or call EA at the number provided.

TRAVEL ASSISTANCE

What to have ready: Your employer’s name, a phone number where you can be reached, nature of the problem, Travel Assistance Identification Number and your company policy number, which can be obtained through your Human Resources department.

Have a serious medical emergency? Please obtain emergency medical services first (contact the local “911”), and then contact Europ Assistance USA to alert them to your situation.


Travel Assistance Identification Number: GLD-09012

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Must be secured by a valid credit card.

In a medical emergency, Europ Assistance USA pays for assistance as described herein, but you are personally responsible for paying your medical/hospital expenses.

Europ Assistance USA provides the described personal services to you in an emergency, but you are personally responsible for the cost of airfare not approved as medically necessary by the attending physician; food, hotel and car expenses; and attorney fees. Emergency cash advances and bail advancement require your personal satisfactory guarantee of reimbursement provided through a valid credit card.

This case illustration is fictitious and for illustrative purposes only.

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