

CHUBB®

# Chubb Travel Assistance Starter Guide

for Covered Members





# Welcome!

In addition to the insurance protection provided by your plan, our Chubb Travel Assistance program offers you 24/7 access to travel, medical, and security assistance services — so you can travel more confidently.

This Starter Guide highlights the assistance services included with your policy, how to reach support during urgent situations, and practical steps to help you navigate an emergency.

## Contact Our Experts

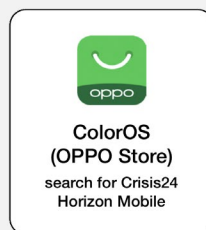
Our 24/7 assistance hotline, powered by AXA Assistance, is located on your travel ID card.

## Getting Started

### Before Travel

Visit our Travel Portal, powered by Crisis24 Horizon, to prepare for your trip:

- **Desktop:** Visit [ChubbTravelAssistance.com/AXA](https://ChubbTravelAssistance.com/AXA) and click **Go to Travel Portal**.
- **Mobile App:** Download the Crisis24 Horizon Mobile app for [iOS](#) or [Android](#).



① **How to Register:** To register on your desktop or in the mobile app, use Member ID CHUBBAXA (or the Member ID on your travel ID card). See additional instructions on the following page.

- **Save the 24/7 assistance hotline** (located on your travel ID card) to your mobile device. You can also call the hotline directly from the Crisis24 Horizon mobile app.

### During Travel

- If you have a medical, security, or travel safety issue, contact the 24/7 assistance hotline (located on your travel ID card).
- Our experts will guide you and, when appropriate, arrange for hospital admissions, provide referrals, or initiate a security response.
- Assistance experts will coordinate your care and applicable coverage with Chubb.

## In an Emergency



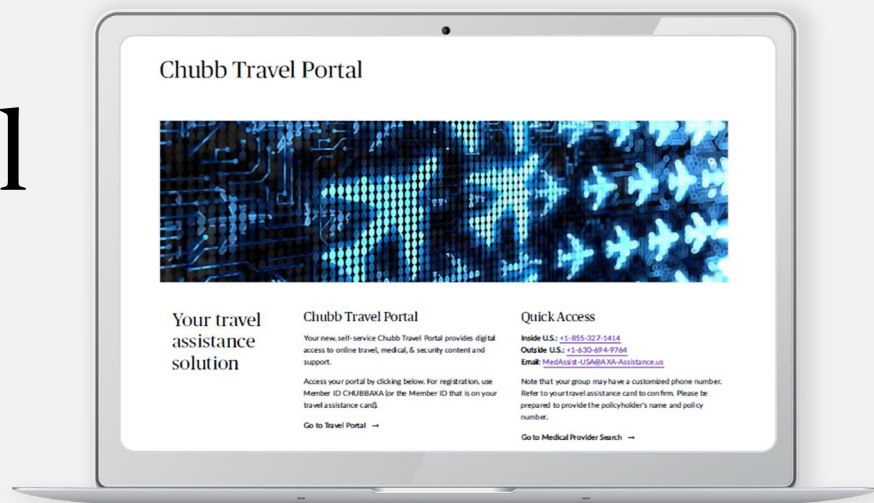
- Always contact the local authorities first during a life-threatening situation.
- Next, contact the 24/7 assistance hotline so our experts can start monitoring your case.

# Chubb Travel Portal

The Chubb Travel Portal provides one convenient place for members to prepare for their travels and access online medical and travel tools.

## Chubb Travel Portal:

[www.chubbtravelassistance.com/axa](http://www.chubbtravelassistance.com/axa)



## Key Features

- 24/7 alerts and alert feeds
- World map indicating threat zones
- Location intelligence and country risk information
- Travel advice and security guidance
- Access medical support and search for local providers
- Button to call the 24/7 assistance hotline

## Registration Steps for New Members

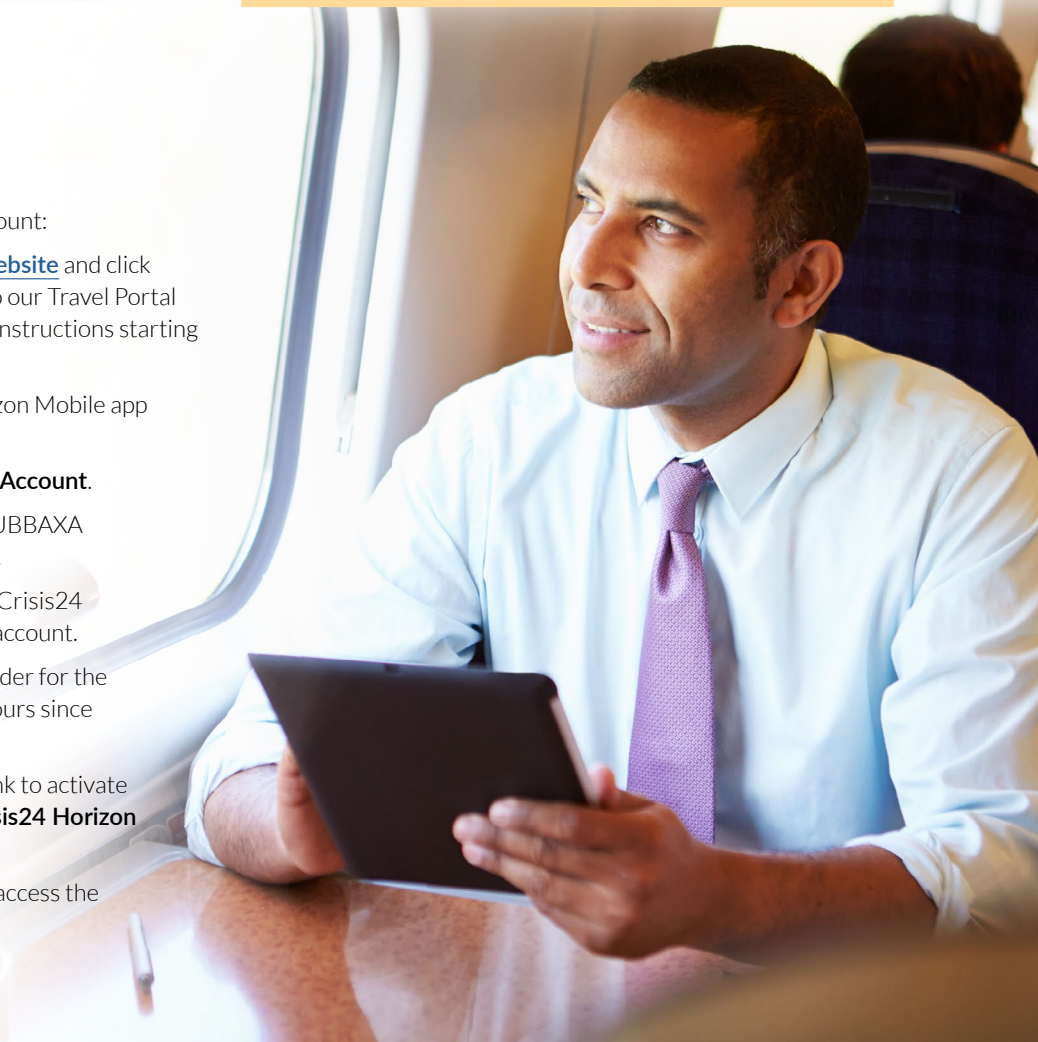
1. Access the Travel Portal to register an account:
  - **Desktop:** Visit the [Chubb Travel Portal website](http://www.chubbtravelassistance.com/axa) and click **Go to Travel Portal**. You'll be redirected to our Travel Portal powered by Crisis24 Horizon. Follow the instructions starting at step 2 below.
  - **Mobile App:** Download the Crisis24 Horizon Mobile app for [iOS](#) or [Android](#), then follow step 2.
2. Enter your email address and click **Create Account**.
3. Enter your name and the **Member ID** CHUBBAXA (or the Member ID on your travel ID card).
4. An **activation email** will be sent to you by Crisis24 with instructions on how to activate your account.
- ① Remember to check your Spam/Junk folder for the activation email if it has been over 24 hours since creating your account.
5. Locate the activation email and click the link to activate your account. It will direct you back to **Crisis24 Horizon to sign in** to your newly created account.

For more detailed instructions, click [here](#) to access the Crisis24 Horizon Member's Guide.

## Tech Support



For troubleshooting or help with registration, contact [support@crisis24.com](mailto:support@crisis24.com) or visit the [Crisis24 Horizon Help Center](#).



# Assistance Services



## Medical Assist



Chubb Travel Assistance works with an extensive network of doctors and hospitals to help you access quality care and coordinate payment for treatment. Key services include:

- Referrals to medical providers
- Medical evacuation or repatriation
- Repatriation of remains
- Coordination of hospital admission or specialist care
- Family bedside visit or return travel support for dependent children or traveling companion
- Replacement of eyeglasses or medication
- Remote behavioral health
- Teleconsultation

### When Contacting Us for Medical Support

Please be prepared to provide the following:

- Your **organization name** and **policy number** (located on your travel ID card)
- Your name or patient's name
- Your medical condition
- Current location

## Security Assist



Through Chubb Travel Assistance, you have access to a global team of security specialists that can help you stay informed, stay aware, and get to safety if conditions are escalating. Key services include:

- Safety advice or guidance from a security specialist for civil unrest, natural disasters, or political instability
- On-the-ground support during security incidents
- Arrangement for secure transportation

**(!) Please note:** To be eligible for coverage, security evacuation must be prearranged and facilitated by Chubb's security assistance provider.

### Ways to Find a Medical Provider

- **Contact the 24/7 assistance hotline** to request a medical referral or virtual teleconsultation.
- **Visit the Travel Portal** and click [Go to Medical Provider Search](#).

Teleconsultation is not an emergency medical response program. In the event of a medical emergency, you should contact your local emergency medical service. You can receive teleconsultation services for limited, non-urgent, non-life threatening medical conditions; this service is not appropriate for all conditions. Services, including assistance with prescriptions, will be provided if permitted under applicable law. Teleconsultation services are arranged through AXA Assistance USA and are provided by a third-party teleconsultation provider.

Please note that coverage is subject to your issued policy, which may include deductibles or coinsurance. If you are unsure about your coverage, contact your claim administrator.

### Helpful Tips When Seeking Medical Support

- Always contact the 24/7 assistance hotline so we can help coordinate care and provide payment to the vetted medical facility, when possible.
- If a medical provider requires you to pay out of pocket, keep all documentation like medical reports, bills, and receipts to submit a claim for covered expenses.

**(!) Please note:** For coverage- and claim-related questions, our travel assistance experts at AXA can provide your claim administrator's contact information. AXA does not process or adjudicate insurance claims.

## Travel Assist



When it comes to travel, you can only plan for so much. Chubb Travel Assistance is available to help you navigate and plan for these "what ifs."

- Emergency travel arrangements
- Support for disrupted travel plans
- Help locating lost passports, luggage, or other items
- Assistance with legal issues or bail
- Foreign language translation support
- ID theft guidance & support
- Informational concierge service



**The provision of this document is for informational purposes only and is not an insurance contract.** This document provides you with a brief outline of the services available to you. Services are not insured benefits. Reimbursement for covered expenses is limited to the terms and conditions of the policy under which you are insured.

Travel assistance, medical assistance, and related assistance services are not insurance, and are offered and administered by AXA Assistance USA, Inc. Services will be provided if permitted under applicable law. AXA Partners US operates as AXA Assistance USA, Inc. AXA Assistance cannot guarantee the availability of assistance services everywhere or under all conditions, as there may be times when circumstances beyond AXA's control hinder its endeavors to provide services.

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at [www.chubb.com](http://www.chubb.com). All products and service offerings may not be available in all states. Coverage and services are subject to the language of the policies as actually issued.