



YOUR GUIDE TO SAFE TRAVEL.



MORE REASONS TO GO WITH THE HARTFORD

- Travel support services available with The Hartford Multinational Choice policy.
- More services available, including Security Assistance Services for emergency political, security or natural disaster repatriation and relocation.

EMERGENCIES HAPPEN, BUT HELP IS NOW ONLY A PHONE CALL AWAY

An unexpected illness, toothache or forgotten medication can ruin a trip. Fortunately, with Travel Support Services from The Hartford, help is only a phone call away.

When you're traveling to a country outside your primary residence on trips of 180 days or less, you have access to travel medical, personal and security assistance services from The Hartford's service provider Global Guardian.

Global Guardian is here to help you obtain the care and attention you need in case of an emergency while traveling, Global Guardian has:

- 24/7 assistance center staffed with multilingual assistance coordinators and case managers
- Medical and security staff
- Online access from your computer 24/7 from anywhere in the world

GLOBAL GUARDIAN INCLUDES THESE SERVICES FOR YOUR SAFETY AND SECURITY

Medical Assistance Services	<ul style="list-style-type: none"> • Medical search and referral and hospital admissions support • Medical monitoring • Emergency evacuation/medically-necessary repatriation • Return of dependent children 	<ul style="list-style-type: none"> • Return of traveling companion • Visit by family member or friend • Return of vehicle • Return of pet • Repatriation of mortal remains
Personal Assistance Services	<ul style="list-style-type: none"> • Pre-trip assistance information • Replacement of eyeglasses and emergency medication • Emergency travel arrangements/trip interruption 	<ul style="list-style-type: none"> • Lost item search • Emergency message relay • Emergency cash advance • Law-related services • Translation services
Security Assistance Services	<ul style="list-style-type: none"> • Emergency political, security, or natural disaster repatriation and relocation 	
Travel Risk Portal	<ul style="list-style-type: none"> • Member portal that provides destination travel risk intelligence, alerts and useful travel tools 	

TRAVEL ASSISTANCE SERVICES DETAILS

MEDICAL ASSISTANCE SERVICES

Medical search and referral and hospital admissions support.

Global Guardian will assist you in finding physicians, dentists and medical facilities. Global Guardian will also advance on-site emergency inpatient medical payments to you, up to \$10,000 USD upon receipt of satisfactory guarantee of reimbursement from you.

Medical monitoring. During the course of a medical emergency resulting from an accident or sickness, Global Guardian will monitor your case to determine whether the care is appropriate. This service is conducted by professional case managers, including physicians and nurses.

Emergency evacuation/medically-necessary repatriation. In the event of a medical emergency, a physician designated by Global Guardian will determine the following for treatment:

- It's medically necessary to transport you under medical supervision to the nearest hospital or treatment facility, or
- It's medically necessary to return you to a facility in your country of domicile or primary workplace for further treatment or recovery

In both cases, Global Guardian will coordinate and arrange payment for the transport under proper medical supervision.

Return of dependent children. If any dependent children under the age of 19 traveling with you are left unattended because you're hospitalized, Global Guardian will coordinate their transportation to your domicile or primary work place. Should transportation with an attendant be necessary, Global Guardian will arrange for a qualified escort to accompany the child(ren).

Return of traveling companion. If a travel companion loses previously made travel arrangements due to your medical emergency, Global Guardian will arrange for your traveling companion to be returned to his/her current primary residence.

Visit by family member/friend. If you're traveling alone and must be or are likely to be hospitalized for seven or more days or are in life-threatening condition, Global Guardian will arrange round-trip transportation of one family member or friend, designated by you, from his or her home to the place where you're hospitalized.

Return of vehicle. Global Guardian will coordinate the return of the vehicle left unattended to your residence or place of rental if you become physically unable to operate any non-commercial vehicle as a result of a medical emergency. The vehicle must be in good driving condition and capable of being driven on the highway in compliance with local laws.

Return of pet. Global Guardian will coordinate the return of a pet traveling with you to your residence if the pet is left unattended because you're hospitalized. Costs of services are your responsibility.

Repatriation of mortal remains. In the event of your death while traveling, Global Guardian will coordinate and arrange payment for all necessary government authorization, including a container appropriate for transportation and for the return of the remains for burial.

WHAT TO DO FIRST.



In the event of a life-threatening emergency, call the local emergency authorities first to receive immediate assistance, and then contact Global Guardian.

Global Guardian Contact Information

Policy Plan: #5970

Phone: 888-472-0735 (toll-free worldwide)

<https://travelerportal.globalguardian.com/signup/5970>

Add these numbers to your smartphone contacts.

PERSONAL ASSISTANCE SERVICES

Pre-trip assistance information. Global Guardian offers a wide range of informational services before you leave home, including: Visa, Passport, Health Hazards Advisories, Currency Exchange, Inoculation and Immunization Requirements, Temperature and Weather Conditions, and Embassy and Consulate Referrals.

Replacement of eyeglasses and emergency medication. Global Guardian will arrange to fill a prescription that has been unexpectedly lost, forgotten, or requires a refill, subject to local law, whenever possible. Global Guardian will also arrange for shipment of replacement eyeglasses.

Emergency travel arrangements/trip interruption. In the event of an emergency, Global Guardian can help you make new travel arrangements, including airline, hotel and car rental reservations.

Lost item search. Global Guardian will assist in locating and replacing lost luggage, transportation ticket application, documents and personal possessions.

Emergency message relay. Global Guardian will transmit an urgent message for you to your family, friends or business associates. Global Guardian will also accept and retain messages for up to 15 days.

Emergency cash advance. Global Guardian will advance up to \$1,000 after satisfactory guarantee of reimbursement from you. Any fees associated with the transfer or delivery of funds are your responsibility.

Law-related services. Global Guardian will notify the proper embassy or consulate of incarceration, arrange the receipt of funds from third party sources and locate an attorney and bail bonds, where permitted by law, with satisfactory guarantee of reimbursement from you. You pay attorney fees.

Translation services. Global Guardian will assist with telephone interpretation in all major languages. If you require ongoing or more complex translation services, Global Guardian will refer you to local translators.

SECURITY ASSISTANCE SERVICES

Emergency political, security, or natural disaster repatriation and relocation. On-the-ground security assistance and/or evacuation in case of a potentially life-threatening natural disaster, military, political or security event while traveling abroad.

TRAVEL PORTAL

Members-only website that provides access to:

- Up-to-date intelligence about events around the world that could impact your health, safety and security while traveling
- Useful tools that help minimize the inconveniences associated with international travel

CONDITIONS AND EXCLUSIONS:

* These travel assistance services are provided by our Service Provider, Global Guardian. These entities are not affiliated with The Hartford and are not providers of insurance services.

Global Guardian shall provide services to all members on behalf of The Hartford. On any expenditure for which the member is responsible, neither The Hartford nor Global Guardian shall be obligated to provide services without first securing funds from the member in payment of such expenditure. If the member pays for covered expenses without receiving an approval or authorization in writing from The Hartford or Global Guardian, then neither The Hartford nor Global Guardian shall be obligated to reimburse the member for any such expenditure. In the event a member requests a service not included in a program, The Hartford or Global Guardian may, in their sole and absolute discretion, provide such benefits or services at the sole expense of the member, including a reasonable fee to Global Guardian for its efforts on behalf of the member. Certain terms, conditions and exclusions apply; for further information refer to the Travel Support Services Form, the website listed or call Global Guardian at the number provided.

Global Guardian provides the services under this program in all countries of the world on behalf of The Hartford. However, conditions may exist in some countries that render assistance services difficult or impossible to provide. In such instances, services cannot always be assured. While The Hartford and Global Guardian shall attempt to assist a member consistent with the limitations presented by the prevailing situation in the area, it is your responsibility to inquire, prior to departure, whether assistance is available in the countries where you are traveling. The Hartford and Global Guardian further reserve the right to suspend, curtail or limit their services in any area in the event of rebellion, riot, civil commotion, military uprising, war, terrorism, labor disturbance, strikes, nuclear accidents, acts of God, cyber-attacks, undue danger to personnel, where rendering a service is prohibited by local law, refusal of authorities to permit The Hartford or Global Guardian to fully provide services, or any other condition beyond their control. All warranties, representations and other terms relating to quality, timeliness and standard of performance of services required to be provided under (including, without limitation, the accuracy and completeness of the information and advice provided as part of the services) are excluded to the fullest extent permitted by law.

Decisions by physicians or other health care professionals employed by or under contract to or designated by The Hartford or Global Guardian as to the medical necessity for providing any of the medical services covered by this program are medical decisions based on medical factors and shall be conclusive in determining the need for such services. Neither The Hartford nor Global Guardian shall evacuate or repatriate a member if a physician designated by The Hartford or Global Guardian determines that such transport is not medically advisable or necessary or if the injury or illness can be treated locally. In all cases, the medical professionals, medical facilities or legal counsel suggested by The Hartford or Global Guardian to provide direct services to the eligible person pursuant to this program are not employees or agents of The Hartford or Global Guardian, and the final selection of any such medical professional, medical facility, or legal counsel is your choice alone. Neither The Hartford nor Global Guardian assumes any responsibility for the quality or content of any such medical or legal advice or services. Neither The Hartford nor Global Guardian shall be liable for the negligence or other wrongful acts or omissions of any of the healthcare or legal professionals providing direct services arising out of or pursuant to this program. The member shall not have any recourse against The Hartford and/or Global Guardian by reason of its suggestion of or contract with any medical professional or attorney.

THESE SERVICES ARE NOT INSURED BENEFITS. TO THE EXTENT THESE SERVICES OR ANY ADVANCED PAYMENTS ARE NOT INCLUDED IN THE PROGRAM, YOU WILL BE RESPONSIBLE FOR PAYMENT. ALL SERVICES MUST BE ARRANGED BY AND APPROVED BY GLOBAL GUARDIAN.

TAKE GLOBAL GUARDIAN WITH YOU WHEN YOU TRAVEL.

Enjoy the peace of mind it brings.



**THE
HARTFORD**

Business Insurance
Employee Benefits
Auto
Home

This document outlines in general terms the services that may be afforded under The Hartford's Travel Support Services Form. In the event of a conflict, the terms and conditions of the Travel Support Services Form prevail. All information and representations herein are as of February 2022.

The Hartford is The Hartford Financial Services Group, Inc. and its subsidiaries, including Hartford Fire Insurance Company. Its headquarters is in Hartford, CT.

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