



Travel Assistance Services

Emergency Travel Services:

- Emergency Message Relay allows a Covered Person to send and receive emergency messages toll-free 24 hours a day, with unlimited usage as long as the messages are directly related to an emergency situation. This includes messages to relatives, friends and business associates.
- Emergency Travel Arrangements will make new reservations for a Covered Person for airlines, hotels and other travel related services in the event of an emergency or need to return home unexpectedly prior to the end date of the trip.
- Emergency Cash is a benefit which provides emergency funds to a Covered Person provided there is a satisfactory guarantee of reimbursement.
- Legal Assistance & Bail will assist a Covered Person with locating a local attorney and provide advanced bail funds, where permitted by law with satisfactory guarantee of reimbursement.
- Location of Lost Items will assist a Covered Person with arrangements to replace lost or stolen documents, including passports, driver's licenses and credit cards.
- Interpretation/Translation will assist a Covered Person with translation problems over the phone or refer them to a certified translator. Payment for these services will be the responsibility of the person requesting the services.

Information Services:

- Visa, Passport and Inoculation Requirements provides information to a Covered Person on the requirements to travel to a foreign country.
- Cultural Information provides information to a Covered Person regarding the area they will be traveling.
- Temperature and Weather Conditions provides weather forecasts and temperature for major cities around the world as well as ski conditions.
- Embassy and Consular Referral provides a Covered Person with the address and telephone number of the nearest American Consulate or Embassy, as appropriate.
- Foreign Exchange Rates provides a general guideline of the exchange rates between the U.S. Dollar and most major currencies. Rates may vary slightly from those posted at local financial institutions and are updated Monday thru Friday.

Please note that the services listed above are only a short summary and that the actual policy will govern. All services provided are at the discretion of the company through which the services are provided by ACE American Insurance Company. For further questions, please contact Risk Management at 407-823-0206.