

## Symetra Support

# Travel Assistance

24/7 emergency help



### Access your Travel Assistance services

Just pick up the phone—  
24 hours a day, seven days  
a week—and call

#### On Call International:

U.S. and Canada:

**978-651-9223**

Anywhere else

(collect or direct):

**833-808-0253**

Or text:

**1-844-302-5131**

**Emergencies happen. When they happen far from home, it's comforting to know there's a team of multilingual professionals standing by to help.** Travel Assistance offers a variety of 24-hour-a-day services in more than 180 countries and territories worldwide—and each one is just a phone call or live chat away.



### Medical assistance and transport services\*

- **Medical, mental health, dental and pharmacy referrals:** Referrals are provided upon request in the given geographic area, where possible.
- **24-hour nurse help line:** Clinical assessment, education and general health information provided upon request.
- **Medical evacuation:** Emergency medical transportation with medical supervision from one facility to another when deemed medically necessary to receive more appropriate treatment.
- **Medical monitoring:** Provided during hospitalization to determine if care is appropriate or if evacuation is required.
- **Medically necessary repatriation:** Once you're stabilized and/or discharged and you're deemed fit to travel, Travel Assistance can arrange transportation to either your local accommodations or to your home for follow-up care or to recover.
- **Prescription replacement assistance:** Travel Assistance consults with the prescribing physician and, if possible, makes arrangements to send replacement medication or eyeglasses.
- **Coordination of benefits:** Travel Assistance requests health and travel insurance information and attempts to coordinate benefits during an active assistance case.
- **Repatriation of remains:** In the event of death while traveling, Travel Assistance will return the remains home for burial, including coordinating and arranging all necessary government authorizations and a container appropriate for transportation.
- **Vehicle return:** In the event of a death or medical transport that prevents you and your traveling companions from driving your vehicle home, Travel Assistance will procure a driving service to return your vehicle or fly someone you trust to drive it back home.
- **Emergency pet boarding/return:** If you're traveling with your pets and your medical condition leaves you hospitalized and your pet unattended, Travel Assistance

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will arrange for your pet's return home or for boarding until your discharge.



### Emergency Travel Assistance services\*

- **Emergency travel arrangements for visit by family or friend:** If hospitalized, Travel Assistance will arrange travel and suitable hotel accommodations for a person of choice to join.
- **Return of dependent children:** If any dependents are present but left unattended as a result of a medical transportation, hospitalization or death, Travel Assistance will make arrangements to return them home, including a non-medical escort as required.
- **Return of traveling companion:** If a medical emergency or death occurs, Travel Assistance will arrange one-way economy airfare to return a companion to their original departure point.



### Other key Travel Assistance services

- **Pre-trip travel information** including visa, passport, inoculation, immunization requirements, cultural information, embassy and consulate referrals, foreign exchange rates and travel advisories. Get up-to-date information regarding health risks, travel restrictions and weather conditions for destinations worldwide.
- **Emergency message relay** to and from friends, relatives and business associates.
- **24/7 assistance with emergency travel arrangements**, including a change of airline, hotel and car rental reservations, once a trip has started.
- **Help locating and replacing lost or stolen items**, like luggage, documents and personal possessions.
- **Legal services are available** if you are arrested while traveling internationally or are in need of legal services. Travel Assistance will arrange for an initial telephone consultation with an attorney without charge.
- **Translation assistance:** Interpreters are available via phone for translation needs. Travel Assistance will also provide referrals for local interpreters and written translation assistance.

\*This is only an outline of the plan's features. All services must be arranged and provided by On Call International. Please review your Description of Coverage carefully to understand all the services available to you as well as any terms, conditions and limitations.

## For more information, contact your Symetra representative.

Symetra Life Insurance Company is the parent company of First Symetra National Life Insurance Company of New York (collectively, "Symetra"). Symetra Life Insurance Company does not solicit business in the state of New York and is not authorized to do so. Each company is responsible for its own financial obligations.

Group benefits are insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004. Benefits may not be available in all states and are not available in any U.S. territory. Policies may be subject to exclusions, limitations, reductions and termination of benefit provisions.

In New York, group policies are insured by First Symetra National Life Insurance Company of New York, New York, NY. Mailing address P.O. Box 34690, Seattle, WA 98124.

Travel Assistance is provided by On Call International. Symetra Support may not be available in all states. On Call is not affiliated with Symetra or any of its subsidiaries.



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