CHARTIS

Welcome to Team Assist

Through Travel Guard, our wholly-owned global assistance operation, we provide a broad range of safety, security, assistance and travel medical services.

Worldwide Travel Assistance

Travel is never a hassle with this complete suite of travel help. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information. Just a phone call away to solve last minute travel problems or emergencies.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/ passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Inoculation information
- Embassy or consulate referral
- Currency conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Flight and hotel rebooking
- Rental vehicle booking and vehicle return
- Roadside assistance
- Guaranteed hotel check-in

Security Assistance

Feel safe and secure with Security Assistance at home or while traveling. Regional and subject matter specialists are on call to assist with up-to-the minute, destination-specific advisories.

- Security evacuation assistance with immediate on-the-ground physical response to help travelers in life-threatening security situations, anywhere in the world
- 24-hour response services to assist employees and their families during an incident
- Security and safety advisories
- Global risk analysis
- Consultation with security specialists to discuss any safety concerns for your travel location or if you need im mediate assistance while you are away
- Consultant referrals to extract client to safety
- Confidential storage of personal and medical profile for emergencies
- Up-to-the-minute information on current world situations
- Language translation support and services
- SMS alert messaging

VIP Concierge Services

Receive the comfort, care, and attention of Chartis' personal assistance coordinators available 24/7 to respond to virtually any request — large or small.

- Inform of cultural events occurring in the city you are studying
- Inform of local museums, libraries, points of interest
- Inform of foreign exchange rates and nearest exchange facilities
- Special sports programs, events, clubs, activities to that area
- Restaurant or local activity assistance to that area
- Electronic and Wireless device assistance (IPOD, MP3 players, Blackberries, Digital Cameras, etc.)
- Recommend financial advisor's (College loans, savings, debit management, etc.)
- Movie and theater information and ticketing
- Special occasion reminders (Birthday's, bills, car maintenance repairs, deadlines, etc.)
- Business locator including shopping, coffee shops, hair salons/barbers with free wireless internet access

Travel Medical Assistance

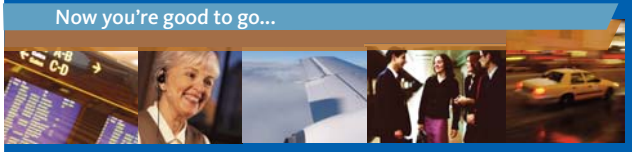
From physician referrals to coordination of medical evacuations, we attend to medical needs anywhere in the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/ replacement

Please detach and carry with you at all times during the course of your trip.

Team Assist

Now you're good to go...



GROUP NAME: **UNIVERSITY OF WISCONSIN SYSTEM - OVERSEAS PLAN**

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TOLL-FREE: **800-472-0906**

OVERSEAS COLLECT: **+1 817-826-7143**

Assistance Services

Worldwide Travel Assistance

Security Assistance

VIP Concierge Services

Travel Medical Assistance

CHARTIS

Assistance Services Provided by Travel Guard, a Chartis company.

Non-insurance benefits provided through Travel Guard offer traveler assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler.