

Access to Chubb Travel Assistance, Worldwide

When an emergency happens far away from home, Chubb partners with AXA Assistance, a leading global travel and medical assistance provider, to give you access to local care and assistance - *wherever you are*.

If you are insured and need to access local care, AXA Assistance is available for timely help anywhere around the world by calling the telephone numbers on the ID Card.

To verify eligibility, call the multi-lingual call center 24 hours a day at:

- Within US or Canada: +1-855-327-1414 (toll-free)
- Outside US: +1-630-694-9764 (collect)
- Email: MedAssist-USA@AXA-Assistance.us

When calling AXA Assistance, please be prepared with the following:

- Name of caller or relationship to Covered Person
- Covered Person's policy number
- Covered Person's organization name
- Reason for calling

24/7 Assistance Services

In addition to the insurance protection provided by your insurance plan, you have access to your travel assistance services around the world. These services include, but not limited to:

Medical Assistance

- Medical provider referrals
- Medical monitoring and treatment
- Guarantee of medical payment (GOP)
- Dispatch of physician
- Dispatch of prescription medication
- Emergency medical evacuations
- Medically necessary repatriation
- Transport of Family Member/ Escort of Dependents
- Return of mortal remains
- Global Teleconsultation
- Remote Behavioral Health Consult

Travel Assistance

- General travel information
- Pre-trip medical referral information
- Emergency travel arrangements
- Lost/ stolen personal item assistance
- Vehicle returns
- Emergency cash advance
- Translator or interpreter assistance
- Embassy and consular information
- Emergency message transmission
- Legal/bail bond referral

Security Assistance

- Access to 24/7 security assistance and safety advice
- On the ground crisis response for security, natural disaster, or political evacuation and repatriation

Travel Assistance Portal

- Access to real-time destination based health, security, and travel-related resources and self-service tools before or during travel excursions, including security alerts and country profiling
- Go to TravelAssistance.Chubb.com and 'Sign Up Now'
- Download the mobile-app available in iOS or Android device after registering to the portal via the desktop version

Scan the QR Codes

Scan the QR Codes below to save the following on your mobile device:

Starter Kit PDF



Save the Chubb Travel Assistance Program Starter Kit and add to your Files in iOS or Android device.

Add vContact Card



Customize and label contact details and note in 'Policyholder Name and Policy Number' from the cutout portion of ID Card below.

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. AXA Assistance makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by AXA Assistance are not employees or agents of AXA Assistance and the choice of provider is yours alone. AXA Assistance assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

Your Travel Identification Card

Please cut out your identification card below to carry it with you at all times, so you can be best served in case of an emergency.

<p>CHUBB®</p> <p>For travel and medical assistance services, please call:</p> <p>Chubb Travel Assistance Inside US: +1-855-327-1414 Outside US: +1-630-694-9764 Email at: MedAssist-USA@AXA-Assistance.us</p> <p>Travel Assistance Portal Visit website: TravelAssistance.Chubb.com</p>	<p style="text-align: right;">CHUBB® AXA</p> <p>Policyholder: Brigham Young University</p> <p>Policy Number: ADDN100175675</p> <p>AXA Assistance provides emergency medical and travel assistance services and pre-trip information services. Call when you require:</p> <ul style="list-style-type: none"> • Hospital or doctor referral • Emergency medical assistance; hospitalization • Medically necessary evacuation or repatriation • Guarantee payment for medical expenses • Translation or interpreter assistance • Security/political event emergency support <p style="text-align: center;">This is not a medical insurance card.</p>
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Chubb Accident & Health offers worldwide travel assistance services to employees, students and their eligible dependents or other individuals covered under its accident and sickness insurance plans. These services are provided by Chubb's Assistance Provider and are not insured benefits. Your insurance plan may provide for reimbursement of some or all service expenses based on the terms and conditions of the policy of insurance you have purchased.

Eligibility for Services

Employees, students and their eligible dependents, if covered under a Chubb Accident & Sickness policy, are eligible for services during the policy term subject to the limitations listed below. Emergency Medical Services and Emergency Travel Services are available only if a covered person is traveling at least 100 miles away from his or her legal residence or outside of his or her home country or country of permanent assignment. Access to the Chubb Travel Assistance Website (www.acetravelassistance.net) and Pre-trip information services are available at any time. Security assistance services are available if a covered person is traveling outside of his or her home country, country of permanent assignment or residence.

24-Hour Access

Chubb Insured's can reach the multilingual response center to confirm coverage and obtain access to available services by calling toll-free or direct dial by facsimile or by e-mail 24 hours a day, 365 days a year.

The following is a brief summary of services available:

EMERGENCY MEDICAL SERVICES

- **Medical Monitoring**

When notified of a Medical Emergency resulting from a covered accident or emergency sickness, Chubb's Assistance Provider's multilingual staff will, if in their judgment it is appropriate, attempt to contact local attending medical personnel to get a better understanding of the covered person's condition. If appropriate, Chubb's Assistance Provider will monitor the covered person's condition and remain in communication with his or her family, subject to applicable privacy laws, until the medical problem is resolved.

- **Medical Referrals**

Upon request, Chubb's Assistance Provider will use its best efforts to provide the names, addresses and telephone numbers of doctors, hospitals, dentists, and dental clinics in the area where the covered person is traveling. Chubb's Assistance Provider will also attempt to confirm the availability of the provider, ascertain required payments that a covered person will be required to pay and make an appointment for a covered person with the medical provider of his or her choice.

In a serious Medical Emergency, the covered person is advised to first try to arrange for immediate emergency assistance through local sources and then call Chubb's Assistance Provider. Chubb's Assistance Provider is neither responsible for determining the appropriate medical specialty for handling the covered person's condition, nor does it provide medical diagnosis or treatment. We cannot guarantee the quality of the medical services provider or the medical facility. The final selection of a local doctor or medical facility is the right and responsibility of the covered person.

- **Emergency Medical Payments, Medical Expense Guarantee, Hospital Admission Guarantee**

When it is necessary to obtain Emergency medical services for a covered person, Chubb's Assistance Provider will, arrange a payment guarantee to cover on-site medical and hospital expenses. If it is necessary to provide a guarantee of payment to a medical provider, or to make arrangements to pay in local currency, Chubb's Assistance Provider will provide funds for emergency payments to cover on-site medical and hospital expenses. This payment is limited to the maximum benefit allowable under the policy. Chubb's Assistance

Provider will work with you or the covered person's family to guarantee any amount required in excess of policy limits.

- **Emergency Medical Transport, Medical Evacuation or Repatriation**

In the event of a Medical Emergency and upon request of a doctor designated by Chubb's Assistance Provider in consultation with a local attending Doctor, Chubb's Assistance Provider will arrange and pay for transportation under medical supervision to a different hospital or treatment facility or repatriation to the covered person's place of residence for treatment if it is determined to be medically necessary. As part of a medical evacuation, Chubb's Assistance Provider will also make all necessary arrangements for ground transportation to and from the hospital, as well as pre-admission arrangements, where possible, at the receiving hospital. Payment for these services is limited to the maximum benefit allowable under the Policy.

All medical decisions (such as the medical need for evacuation, medical equipment and the medical personnel to be used) and decisions regarding the final destination will be made by Chubb's Assistance Provider's designated doctors in consultation with a local attending doctor based on medical factors. Their decisions shall be conclusive in determining the need for such services. Should you decide to make these arrangements without the assistance of Chubb's Assistance Provider, we cannot be held liable for the services rendered or the cost. Any bills received for services arranged without Chubb's Assistance Provider will be reviewed and processed in accordance with the lesser of the actual cost or the cost for the services had Chubb's Assistance Provider made all of the arrangements.

- **Dispatch of a Doctor or Specialist**

If, based on the information available, a covered person's condition cannot be adequately assessed to evaluate the need for transport or evacuation, Chubb's Assistance Provider will dispatch a doctor or specialist to the covered person's location to make an assessment. Chubb's Assistance Provider will pay for the cost of the doctor's or specialist's travel and the services provided on location up to the maximum benefit allowable under the policy.

- **Repatriation of Remains**

In the event of a covered person's death while on a covered trip, Chubb's Assistance Provider will arrange for and pay for all necessary expenses (including government authorization and documentation, requirements of the local authorities to transport the remains and a container appropriate for transportation) related to the repatriation of the remains to the covered person's place of residence for burial. Payment for these services is limited to the maximum benefit allowable under the policy. Should you decide to make these arrangements without the assistance of Chubb's Assistance Provider, we cannot be held liable for the services rendered or the cost. Any bills received for services arranged without Chubb's Assistance Provider will be reviewed and processed in accordance with the lesser of the actual cost or the cost of the services had Chubb's Assistance Provider made all arrangements.

- **Family Reunion Travel Arrangements**

Chubb's Assistance Provider will coordinate emergency travel arrangements for family members to join a hospitalized covered person or to accompany the covered person's mortal remains to the covered person's place of residence. Payment for these services is the responsibility of the traveling family member unless paid for by you or covered under the policy.

- **Escort Transportation**

If it is reasonably possible for a family member or companion traveling with the covered person to accompany the covered person during a medical evacuation, repatriation or repatriation of remains, Chubb's Assistance Provider will make the necessary arrangements for the trip. Payment for these services is the responsibility of the traveling family member or companion unless paid by for you or covered under the policy.

- **Return of Dependent Children**

If a covered person who is traveling alone with dependent children under age 26 is hospitalized, and the dependent children are left unattended, Chubb's Assistance Provider will arrange for the children's return

home with an appropriate escort, if necessary. Any return tickets for the children must be exchanged for the new travel arrangements. Payment for these services is the responsibility of the covered person's family unless paid for by you or covered under the policy.

- **Return of a Traveling Companion**

If a covered person's traveling companion's trip is delayed and previously made travel arrangements are lost due to the covered person's Medical Emergency, at the option of the traveling companion, Chubb's Assistance Provider will arrange for the traveling companion's new travel arrangements to his or her return destination or the next destination on the trip itinerary. Payment for these services is the responsibility of the traveling companion unless covered under the policy.

- **Visit of a Family Member or Friend**

If a covered person is traveling alone and must be hospitalized for more than five (5) consecutive days, Chubb's Assistance Provider will make travel arrangement for one family member or one friend designated by the covered person from his or her home to the place where the covered person is hospitalized. Payment for these services is the responsibility of the traveling family member or friend unless covered under the policy.

- **Replacement of Medication or Eyeglasses**

If a covered person has an unexpected need for prescription medication while traveling; loses, forgets, or runs out of prescription medication or breaks, loses, or has eyeglasses stolen while traveling, Chubb's Assistance Provider will attempt to locate the medication, eyeglasses or their equivalent and attempt to arrange for the covered person to obtain it locally, where it is available or to have it shipped to him or her, subject to local laws, if it is not available locally. Payment for the prescription medication, eyeglasses or any shipping expense is the covered person's responsibility unless covered under the policy.

- **Global Teleconsultation**

If a covered person has a minor ailment or condition, they can utilize a virtual consultation by phone or video with a licensed medical provider for medical advice, treatment options, assistance with prescription refills, and provider referrals when needed. Teleconsultation should not be used for emergency medical care. These services will be covered as any other medical expense, subject to the terms and conditions of the policy.

- **Remote Behavioral Health Assistance**

A covered person has access to a telephonic consultation with a U.S. mental health professional for the purposes of delivering counseling services. This program provides seamless access to crisis assessment, intervention, and stabilization exclusively by Master and Doctoral level clinicians. Callers will be connected to a trained counselor to help with immediate support and coordination in high-risk situations. All conversations are kept confidential. These services will be covered as any other medical expense, subject to the terms and conditions of the policy.

SECURITY EVACUATION SERVICES

- **Political and Natural Disaster**

In the event of a covered evacuation event and upon the request of the covered person, Chubb's Assistance Provider, in consultation with their designated security consultant will arrange and pay for the transportation of a covered person to the nearest place of safety.

Insurance benefits, if applicable, will not be payable unless Chubb's Assistance Provider authorizes all expenses in advance and these services are provided by our designated security consultant. Neither Chubb's Assistance Provider nor the security consultant is responsible for the availability of transportation services. When an evacuation is impractical due to hostile or dangerous conditions the designated security consultant will make every effort to maintain contact until evacuation is possible.

Payment for these services is limited to the maximum benefit, if any, shown in the insurance policy.

- **Consultation Services**

Chubb's Assistance Provider will provide access to a crisis hotline and security assistance center to discuss any safety concerns about travel locations or to secure immediate assistance while traveling.

Payment for consultation services is the responsibility of the group sponsor or the covered person.

EMERGENCY TRAVEL SERVICES

- **Emergency Message Relay**

A covered person may send and receive emergency messages toll-free 24 hours a day through Chubb's Assistance Provider's Response Center. This service is staffed by multilingual professionals and is available to a covered person to contact relatives, friends and business associates. This service offers unlimited usage as long as messages are related directly to an emergency situation.

- **Emergency Travel Arrangements**

Chubb's Assistance Provider will make new reservations for airlines, hotels and other travel related services in the event of an emergency or unexpected need for a covered person to return home prior to the scheduled return date.

- **Emergency Cash**

Chubb's Assistance Provider will deliver emergency funds to a covered person provided there is satisfactory guarantee of reimbursement. The method of delivery of emergency funds will vary according to the need in a given situation. A satisfactory guarantee of reimbursement is the ability to debit a covered person's valid credit or debit card in the amount required and a written guarantee of payment signed by the covered person.

- **Legal Assistance/Bail**

Chubb's Assistance Provider will assist a covered person with locating local attorneys and will advance bail funds, where permitted by law and with satisfactory guarantee of reimbursement. A satisfactory guarantee of reimbursement is the ability to debit covered person's valid credit or debit card in the amount required and a written guarantee of payment signed by the covered person.

- **Location of Lost Items**

Chubb's Assistance Provider will assist a covered person with arrangements to replace or forward copies of lost or stolen documents, including passports, drivers licenses and credit cards, as well as assist with procedures to file loss reports and to recover lost or stolen articles.

- **Interpretation/Translation**

The multilingual staff at the Chubb's Assistance Provider's Response Center, will assist a covered person with foreign language and interpretation problems over the telephone or shall refer them to a certified translator, if required. Payment for these services is the responsibility of the person requesting the services if not covered under the policy.

INFORMATION SERVICES

Chubb clients and travelers will have access to a secure, web-based system for tracking global threats and receiving location based risk intelligence including:

- Up-to-the-minute travel alerts regarding political instability, civil unrest, disease outbreaks, crime patterns and worldwide terrorism news.
- Real-time country-specific trip briefs for intended travel destinations, including any safety and security issues for that city region or country, helpful security tips, plus any security precautions that should be adopted to avoid those risks.

- Country-specific health information including trip preparation advice and preferred medical facilities around the world.
- U.S. State Department Travel Warnings
- Online ability to locate preferred providers, obtain contact information for such providers, as well as their specialties and practices.

Limitations

Payment for services rendered or the costs incurred by Chubb's Assistance Provider on behalf of a covered person will be reimbursed by Chubb to the extent covered under the policy. To the extent these services or any advanced payments are not covered under the policy, the Policyholder or the covered person will be responsible for payment. Chubb reserves the right to recover any amounts paid outside of the policy limits from any third party who would otherwise be responsible for payment in the absence of the policy benefits.

All services must be arranged and approved by Chubb's Assistance Provider to be covered under the Policy.

All travel arrangements will be economy fare for the most direct route available based on the traveler's designation. No deviations are allowed.

Services will be provided as permitted under applicable law. Some countries may present political or other obstacles that may render assistance services difficult or impossible to guarantee. Chubb's Assistance Provider is not responsible for informing a covered person whether a country is "open" for assistance services prior to his or her departure or during his or her stay.

Chubb's Assistance Provider reserves the right to suspend, curtail or limit its services in any areas in the event of rebellion, riot, insurrection, military uprising, war, terrorism, labor disputes, strikes, nuclear accidents, acts of God or refusal of the authorities to allow full access to provide services. Should a covered person travel in any area in which any of these events have occurred, Chubb's Assistance Provider will endeavor to provide services to the best of its ability.

IMPORTANT NOTICE

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by Chubb's Assistance Provider are not employees or agents of Chubb's Assistance Provider and the choice of provider is a covered person's alone. Chubb's Assistance Provider assumes no liability for the services provided to a covered person under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to a covered person.

Chubb NA is the U.S.-based operating division of the Chubb Group of Companies, headed by Chubb Ltd. (NYSE:CB) Insurance products and services are provided by Chubb Insurance underwriting companies and not by the parent company itself.