



SUPPORT SERVICES FOR SAFE TRAVEL

ACCIDENT & HEALTH

WHAT DO I DO FIRST?

In the event of a life-threatening emergency, call the local emergency authorities first to receive immediate assistance, and then contact Generali Global Assistance (GGA).

GENERALI GLOBAL ASSISTANCE (GGA) USA CONTACT INFORMATION

Policyholder Name:

Policy Plan #:

Policy Effective Date:

U.S. and Canada: **866-311-1559** (toll-free)

Outside U.S.: **1-240-330-1359** (collect call)

ops@europassistance-usa.com

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

While traveling on a trip covered under a Hartford Accident & Health policy, you can now feel confident that you are in safe hands. We partner with Generali Global Assistance USA (GGA), a leading global assistance provider, to give you 24/7 access to medical and travel assistance services anywhere in the world.

With assistance services from GGA, help is only a phone call away. GGA has a local presence in 200 countries and territories, including 39 assistance centers staffed with multilingual assistance coordinators, case managers, and medical staff.

If you are insured and need to locate medical care, GGA is available for timely assistance anywhere around the world.



(Snap a photo with a mobile device to capture information above.)

continued

TRAVELRISK INTELLIGENCE PORTAL

As part of your insurance solution with The Hartford, insureds can access the TravelRisk Intelligence Portal. This members-only website features up-to-date intelligence about events around the world that could impact your health, safety and security while traveling, along with other useful tools that help minimize the inconveniences associated with domestic and international travel. These include:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports by location
- Information on business conduct, transportation, holidays, currency exchange rates, and translation services
- Embassy and consular referrals
- Real-time news and security alerts
- General travel information

Pre-Trip Information:

- Visa and passport requirements
- Inoculation and immunization requirements
- Foreign exchange rates

HOW TO ACCESS THE PORTAL:

- 1) Go to [HTTPS://ESERVICES.EUROPASSISTANCE-USA.COM/SITES/HARTFORDTRAVEL](https://eservices.europassistance-usa.com/sites/hartfordtravel)
- 2) Click on the "**SIGN UP NOW**" link in the gray Log In box
- 3) Use the following to fill out the registration information:
GroupID: **E2HTD** Activation Code: **180628**
- 4) Once registered, an automated email with a link will be sent to confirm your registration. After completion, you will be able to access the GGA portal site at any time using your new login and password.

Visit TheHartford.com/accidentlines



The Hartford® is The Hartford Financial Services Group, Inc. and its subsidiaries including issuing companies Hartford Life Insurance Company and Hartford Life and Accident Insurance Company. Home office is Hartford, CT. Travel Assistance and Identity Theft services are provided by Generali Global Assistance, Inc. (GGA). GGA is not affiliated with The Hartford and is not a provider of insurance services. None of the benefits provided by GGA as a part of the Travel Assistance and Identity Theft service are insurance. Services may not be available in all states. Visit <https://www.thehartford.com/employee-benefits/value-added-services> for more information.

GGA shall provide services to all members on behalf of The Hartford. On any expenditure for which the member is responsible, neither The Hartford nor GGA 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 GGA, then neither The Hartford nor GGA 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 GGA may, in their sole and absolute discretion, provide such benefits or services at the sole expense of the member, including a reasonable fee to GGA 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 GGA at the number provided.

GGA 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 GGA 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 GGA 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 GGA 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 GGA 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 GGA shall evacuate or repatriate a member if a physician designated by The Hartford or GGA 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 GGA to provide direct services to the eligible person pursuant to this program are not employees or agents of The Hartford or GGA, and the final selection of any such medical professional, medical facility, or legal counsel is your choice alone. Neither The Hartford nor GGA assumes any responsibility for the quality or content of any such medical or legal advice or services. Neither The Hartford nor GGA 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 GGA 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 GGA.