

# Travel Select

Travel Protection Plan  
Description of Coverage

*Made Easy*



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Insurance Services

STS-NTL 0811

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Thank You for Purchasing This  
Protection Plan Provided by:  
**Travelex Insurance Services**  
&  
**Stonebridge Casualty  
Insurance Company**

## IMPORTANT NOTES

Please take your Confirmation of Coverage and this Description of Coverage with you on your Covered Trip. Refer to your Confirmation of Coverage for your specific protection plan benefits and limits chosen.

Travel Insurance is underwritten by Stonebridge Casualty Insurance Company an AEGON company, Columbus, Ohio; NAIC #10952 (all states except as otherwise noted) under Policy/Certificate Form series TAHC5000. In CA, HI, NE, NH, PA, TN and TX Policy/Certificate Form series TAHC5100 and TAHC5200. In IL, IN, KS, LA, OR, OH, VT, WA and WY Policy Form #'s TAHC5100IPS and TAHC5200IPS. Certain coverages are under series TAHC6000 and TAHC7000.

This is a brief Description of Coverage. This is not your policy/certificate of insurance. Please visit [www.travelexinsurance.com/SBPlans.aspx](http://www.travelexinsurance.com/SBPlans.aspx) or call 1-800-819-9004 to obtain your individual policy in the following states: IL, IN, KS, LA, OR, OH, VT, WA and WY or your certificate of insurance for all other states.

Note: Certain capitalized words are defined terms within this document.

If you are not satisfied for any reason, you may cancel your coverage within 10 days of your receipt of this document. If you haven't already left on your Covered Trip and/or provided there has been no covered expense, you will receive a full refund of your plan cost.

After this 10-day review period, the payment for this plan is non-refundable, except in the following circumstances:

- The supplier cancels or changes the dates of your Covered Trip and all penalties are waived; or
- You cancel your Covered Trip before any cancellation penalties are in effect; or
- You have duplicate coverage for this Covered Trip or due to your death.

## SCHEDULE OF COVERAGES & SERVICES

Plan Benefits	Maximum Coverage Per Person
Underwritten by Stonebridge Casualty Insurance Company	
Trip Cancellation	Up to 100% of Insured Trip Cost
Trip Interruption	Up to 150% of Insured Trip Cost*
Trip Delay	\$750
Missed Connection for Cruises Only	\$750
Baggage & Personal Effects	\$1,000
Baggage Delay	\$250
Emergency Medical Expenses	\$50,000
Emergency Medical Evacuation	\$500,000
Accidental Death & Dismemberment	\$25,000
Travel Assistance & Concierge Services**	Included

\*Only a \$1,000 Maximum Coverage Amount (per person) is provided when Post Departure Only protection is purchased.

Additional Upgrades may have been included, please refer to your Confirmation of Coverage.

\*\*Travel Assistance & Concierge Services, Identity Theft and Nurse Assist Services are provided by Travelex's designated providers.

Optional Transportation Pak	
Pak Benefits	Maximum Benefit Amount
Underwritten by Stonebridge Casualty Insurance Company	
Flight Accidental Death & Dismemberment	\$200,000 per Person
Rental Car Damage	\$35,000 per Plan

Optional Lifestyle Paks	
Pak Benefits	Maximum Benefit Amount
Underwritten by Stonebridge Casualty Insurance Company	
Active Family Pak	
Trip Cancellation & Interruption - Child Care Arrangements - Tuition Fee Reimbursement	Up to 100% of Insured Trip Cost
Trip Interruption - Cancellation of Sporting Event	Up to 150% of Insured Trip Cost
Trip Delay - Internet Usage Fees - Overnight Movie Rental - Kennel Fees	\$25 \$25 \$25 per Day
Pet Medical Expenses	\$1,000
Pet Medical Evacuation Expenses	\$10,000
Sport-related Activity Exclusion Waiver	Included
Adventurer Plus Pak	
Recreational Sporting Equipment Rental	\$600
Emergency Medical Expense	\$75,000 Total (Additional \$25,000)
Search & Rescue	\$10,000
Adventure Activity Exclusion Waiver	Included
Identity Theft Services**	Included
Nurse Assist Services**	Included
Professional Pak	
Trip Cancellation & Interruption - Business Reasons	Up to 100% of Insured Trip Cost
Trip Delay - Internet Usage Fees - Airline Club Admission	\$25 \$25
Professional Business Property	\$500 (\$150 Deductible)

## ELIGIBILITY & EFFECTIVE DATES

### **Who Is Eligible For Coverage**

A person who has arranged to take a Covered Trip, completes the enrollment form and pays the required plan payment.

### **When Coverage Begins**

All coverages (except Pre-Departure Trip Cancellation and Post-Departure Trip Interruption) will take effect on the later of 1) the date the plan payment and enrollment form has been received; 2) the date and time you start your Covered Trip; or 3) 12:01 A.M. Standard Time on the Scheduled Departure Date of your Covered Trip.

Pre-Departure Trip Cancellation coverage will take effect at 12:01 A.M. Standard Time on the day after the date your plan payment and enrollment form is received. Post-Departure Trip Interruption coverage will take effect on the Scheduled Departure Date of your Covered Trip if the required plan payment and any necessary enrollment forms is received.

### **When Coverage Ends**

Your coverage automatically ends on the earlier of:

1. the date the Covered Trip is completed;
2. the Scheduled Return Date;
3. cancellation of the Covered Trip covered by the plan;
4. your arrival at the return destination on a round-trip, or the destination on a one-way trip.

All coverages under the plan will be extended if your entire Covered Trip is covered by the plan and your return is delayed by unavoidable circumstances beyond your control.

If coverage is extended for the above reasons, coverage will end on the earlier of the date you reach your originally scheduled return destination or seven (7) days after the Scheduled Return Date.

## SUMMARY OF COVERAGES

### **DEFINITIONS**

In this Description of Coverage, “you”, “your” and “yours” refer to the Insured. “We”, “us” and “our” refer to the company providing the coverage. In addition certain words and phrases are defined as follows:

**Accident** means a sudden, unexpected, unintended and external event, which causes Injury.

**Actual Cash Value** means purchase price less depreciation.

**Common Carrier** means any land, water or air conveyance operated under a license for the transportation of passengers for hire.

**Baggage** means luggage, personal possessions and travel documents taken by you on the Covered Trip.

**Business Partner** means an individual who is involved, as a partner, with you in a legal general partnership and shares in the management of the business.

**Covered Trip** means: 1) a period of travel away from Home to a destination outside your city of residence and the Trip does not exceed 180 days.

**Deductible** means the amount, which must be incurred by you before benefits are paid under the plan. The Deductible is equal to the amount shown in the Schedule for each person insured.

**Domestic Partner** means a person who is at least eighteen years of age and you can show: 1) evidence of financial interdependence, such as joint bank accounts or credit cards, jointly owned property, and mutual life insurance or pension beneficiary designations; 2) evidence of cohabitation for at least the previous 6 months; and 3) an affidavit of domestic partnership if recognized by the jurisdiction within which they reside.

**Elective Treatment And Procedures** means any medical treatment or surgical procedure that is not medically necessary including any service, treatment, or supplies that are deemed by the federal, or a state or local government authority, or by us to be research or experimental or that is not recognized as a generally accepted medical practice.

**Exotic Vehicle** includes Alfa Romeo, Aston Martin, Auburn, Avanti, Bentley, Bertone, BMC/Leyland, BMW M Series, Bradley, Bricklin, Cosworth, Citroen, Clenet, De Lorean, Excalibre, Ferrari, Fiat, Iso, Jaguar, Jensen Healy, Lamborghini, Lancia, Lotus, Maserati, Morgan, Opel, Pantera, Panther, Pininfarina, Rolls Royce, Rover, Stutz, Sterling, Triumph, TVR, Yugo, Corvette, Mercedes Benz, Porsche, Jaguar, and MG.

**Financial Insolvency** means complete suspension of operations due to insolvency, with or without the filing of a bankruptcy petition, whether voluntary or involuntary, by a tour operator, cruise line, airline, rental car company, hotel, condominium, railroad, motor coach company, or other supplier of travel services other than the person, organization, agency or firm from whom you directly purchased or paid for your Covered Trip provided the Financial Insolvency occurs more than 14 days following your effective date for the Trip Cancellation Benefits. There is no coverage for the complete suspension of operations for losses caused by fraud or negligent misrepresentation by the supplier of travel services.

**Home** means your primary or secondary residence.

**Hospital** means an institution, which meets all of the following requirements: (1) it must be operated according to law; (2) it must give 24 hour medical care, diagnosis and treatment to the sick or injured on an inpatient basis; (3) it must provide diagnostic and surgical facilities supervised by Physicians; (4) registered nurses must be on 24 hour call or duty; and (5) the care must be given either on the hospital's premises or in facilities available to the hospital on a pre-arranged basis.

A Hospital is not: a rest, convalescent, extended care, rehabilitation or other nursing facility; a facility which primarily treats mental illness, alcoholism, or drug

addiction (or any ward, wing or other section of the hospital used for such purposes); or a facility which provides hospice care (or wing, ward or other section of a hospital used for such purposes).

**Family Member** includes your or the Traveling Companion's dependent, spouse, child, spouse's child, son-daughter-in-law, parent(s), sibling(s), brother-sister, grandparent(s), grandchild, step brother-sister, step-parent(s), parent(s)-in-law, brother-sister-in-law, aunt, uncle, niece, nephew, guardian, Domestic Partner, foster-child, or ward.

**Injury** means bodily harm caused by an Accident which: 1) occurs while your coverage is in effect under the plan; and 2) requires examination and treatment by a Physician. The Injury must be the direct cause of loss and must be independent of all other causes and must not be caused by, or result from, Sickness.

**Insured** means an eligible person who arranges a Covered Trip, completes any required enrollment form, and pays any required plan payment.

**Insurer** means Stonebridge Casualty Insurance Company.

**Payments or Deposits** means the amount actually paid for the Insured's Covered Trip. Payments or Deposits may be made by cash, check, credit card, prepaid vouchers, incurred change fees, administrative fees, and Currency Units. Payments made in the form of a non-paid certificate, non-paid voucher or discount are not Payments or Deposits as defined herein.

**Physician** means a person licensed as a medical doctor by the jurisdiction in which he/she is resident to practice the healing arts. He/she must be practicing within the scope of his/her license for the service or treatment given and may not be you, a Traveling Companion, or a Family Member of yours.

**Policy** means the contract issued to the Policyholder providing the benefits specified herein.

**Policyholder** means the legal entity in whose name this Policy is issued, as shown on the Benefit Schedule.

**Pre-existing Condition** means an illness, disease, or other condition during the 60 day period immediately prior to your effective date for which you or your Traveling Companion, Domestic Partner, Business Partner or Family Member scheduled or booked to travel with you:

1. received or received a recommendation for a diagnostic test, examination, or medical treatment; or
2. took or received a prescription for drugs or medicine.

Item (2) of this definition does not apply to a condition which is treated or controlled solely through the taking of prescription drugs or medicine and remains treated or controlled without any adjustment or change in the required prescription throughout the 60 day period before coverage is effective under this Policy.

**Schedule** means the Benefit Schedule shown Description of Coverage for each Insured.

**Scheduled Departure Date** means the date on which you are originally scheduled to leave on your Covered Trip.

**Scheduled Return Date** means the date on which you are originally scheduled to return to the point where the Covered Trip started or to a different final destination.

**Scheduled Departure City** means the city where the scheduled trip on which you are to participate originates.

**Sickness** means an illness or disease of the body which: 1) requires examination and treatment by a Physician, and 2) commences while the plan is in effect. An illness or disease of the body which first manifests itself and then worsens or becomes acute prior to the effective date of this plan is not a Sickness as defined herein and is not covered by the plan.

**Terrorist Act** means an act of violence, other than civil disorder or riot, (that is not an act of war, declared or undeclared) that results in loss of life or major damage to property, by any person acting alone or on behalf of or in connection with any organization which is generally recognized as having the intent to overthrow or influence the control of any government.

**Traveling Companion** means a person whose name(s) appear(s) with you on the same Covered Trip arrangement.

**Usual and Customary Charge** means those charges for necessary treatment and services that are reasonable for the treatment of cases of comparable severity and nature. This will be derived from the mean charge based on the experience in a related area of the service delivered and the MDR (Medical Data Research) schedule of fees valued at the 100th percentile.

## GENERAL PROVISIONS

**Concealment or Fraud:** We do not provide coverage if you have intentionally concealed or misrepresented any material fact or circumstance relating to the plan.

**Conformity To Law:** Any provision of the plan that is in conflict with the laws of the state in which it is issued is amended to conform with the laws of that state.

**Duplication of Coverage:** You may only purchase one certificate from us for each Covered Trip. If you do purchase more than one certificate for a specific Covered Trip, the Maximum Limit of Coverage payable will be as specified in the certificate with the highest level of benefits. We will refund plan payments received from you under any other certificate.

**Entire Contract; Changes:** The plan, the Group Application and any other attachments is the entire contract between us. Any statement you make is a representation and not a warranty. No statement will be used by us to void or reduce benefits unless that statement is a part of any written application or enrollment form.

The plan may be changed at any time by written agreement between us. Only our President, Vice President or Secretary may change or waive the provisions of the plan. No agent or other person may change the plan or waive any of its terms. The change will be endorsed on the plan.

**Examination Under Oath:** As often as we may reasonably require, you or any person making a claim under the plan must submit to examination under oath.

**Maximum Limit of Coverage:** The Maximum Benefit Amount for each claim is listed in the Schedule, subject to the individual benefit amount and the company's

**Maximum Limit of Liability.** The total limit of our liability for any one covered event, in which two or more persons submit a claim, is subject to the individual benefit amount and the company's Maximum Limit of Liability. In the event of multiple claims by you for one event, the available funds will be distributed in order of notice of claim by each insured subject to the above limitations.

**Maximum Limit of Liability:** All limits are applied per Covered Trip. We will pay no more than \$1,000,000 per occurrence to or on account of any person insured under the plan.

Our Maximum Limit of Liability for all claims resulting from the same occurrence will be \$15,000,000 under the TAHC5000, TAHC6000 and TAHC7000 Group series of policies. We will pay no more than \$1,000,000 per occurrence, under the TAHC5000, TAHC6000 and TAHC7000 Group series of policies, to or on account of any person insured under the TAHC5000, TAHC6000 and TAHC7000 Group series of policies.

**Our Right To Recover From Others:** We have the right to recover any payments we have made from anyone who may be responsible for the loss. You and anyone else we insure must sign any papers and do whatever is necessary to transfer this right to us. You and anyone else we insure will do nothing after the loss to affect our right.

## CLAIMS PROVISIONS

**Notice of Claim:** We must be given written notice of claim within 30 days after a covered loss occurs. If notice cannot be given within that time, it must be given as soon as reasonably possible. Notice may be given to us or to our authorized agent. Notice should include the claimant's name and enough information to identify him or her.

**Claim Forms:** When we receive notice of claim, you will be sent forms to file proof of loss. If the forms are not sent within 15 days after we receive notice, then the claimant will meet the proof of loss requirements by giving us a written statement of the nature and extent of the loss. This must be sent to us within the time limit stated in the Proof of Loss provision.

**Proof of Loss:** Written Proof of Loss must be sent to us within 90 days after the date the loss occurs. We will not reduce or deny a claim if it was not reasonably possible to give us written Proof of Loss within the time allowed. In any event, you must give us written Proof of Loss within twelve (12) months after the date the loss occurs unless you are legally incapacitated.

**Physical Examination and Autopsy:** At our expense, we have the right to have you examined as often as necessary while a claim is pending. At our expense, we may require an autopsy unless the law or your religion forbids it.

**Legal Actions:** No legal action may be brought to recover on the plan within 60 days after written proof of loss has been given. No such action will be brought after three years from the time written proof of loss is required to be given. If a time limit of the plan is less than allowed by the laws of the State where you live, the limit is extended to meet the minimum time allowed by such law.

**Payment of Claims:** Claims for benefits provided by the plan will be paid as soon as written proof is received.

Benefits for loss of life will be paid to your estate, or if no estate, to your beneficiary. All other benefits are paid directly to you, unless otherwise directed. Any accrued benefits unpaid at your death will be paid to your estate, or if no estate, to your beneficiary. If you have assigned your benefits, we will honor the assignment if a signed copy has been filed with us. We are not responsible for the validity of any assignment.

## TRIP CANCELLATION & TRIP INTERRUPTION BENEFITS

### Pre-Departure Trip Cancellation Benefits

If you are prevented from taking your Covered Trip for one of the Covered Reasons, we will reimburse you, up to the amount in the Schedule for the amount of forfeited, and prepaid, non-refundable, and unused Payments or Deposits that you paid for your Covered Trip.

We will pay your additional cost as a result of a change in the per person occupancy rate for prepaid travel arrangements if a Traveling Companion's Covered Trip is canceled and your Covered Trip is not canceled.

**NOTE:** If the travel supplier cancels your Covered Trip, you are covered up to \$200 for the reissue fee charged by the airline for the tickets or up to \$200 for the cost charged to retain your frequent flyer miles/points if you had used them to purchase the airline ticket in conjunction with this Covered Trip. You must have covered the entire cost of the Covered Trip including the airfare.

### Post-Departure Trip Interruption Benefits

If you are unable to continue your Covered Trip for one of the Covered Reasons, we will reimburse you, less any refund paid or payable, for unused travel arrangements, plus the following:

1. the additional transportation expenses by the most direct route from the point you interrupted your Covered Trip: (a) to the next scheduled destination where you can catch up to your Covered Trip; or (b) to the final destination of your Covered Trip; or
2. the additional transportation expenses incurred by you by the most direct route to reach your original Covered Trip destination if you are delayed and leave after the Scheduled Departure Date.
3. your additional cost as a result of a change in the per person occupancy rate for prepaid travel arrangements if a Traveling Companion's Covered Trip is interrupted and your Covered Trip is continued.

However, the benefit payable under (1) and (2) above will not exceed the cost of a one-way economy air fare (or first class, if the original tickets were first class) by the most direct route less any refunds paid or payable for your unused original tickets.

We will also reimburse you for the cost incurred up to \$250 to drive or transport your Covered Vehicle to your Home if: 1) you are using your Covered Vehicle on the Covered Trip; 2) the Covered Vehicle is with you at the place where the Covered Trip is interrupted; 3) the place where the Covered Trip is interrupted is 100 miles or more away from your Home, and 4) you are unable to drive Home.

Covered Vehicle means a private passenger vehicle owned by or under long term lease (1 year or more) to you.

### Trip Cancellation and Interruption Covered Reasons

Coverage is provided for the following unforeseeable events or their consequences which occur while coverage is in effect under this Policy if there is a change in plans by you, a Family Member traveling with you, or Traveling Companion:

1. Sickness, Injury or death of you, your Family Member, Traveling Companion, or Business Partner. The Sickness must commence while coverage is in effect, require the examination of a Physician, in person, at the time of Trip Cancellation or Trip Interruption and, in the written option of the treating Physician, be so disabling as to prevent you from taking or continuing your Covered Trip.
2. Common Carrier delays resulting from inclement weather, or mechanical breakdown or organized labor strikes that affect public transportation;
3. arrangements canceled by an airline, cruise line, motor coach company, or tour operator, resulting from inclement weather, mechanical breakdown or organized labor strikes that affect public transportation.
4. arrangements canceled by a tour operator, cruise line, airline, rental car company, hotel, condominium, railroad, motor coach company, or other supplier of travel services, resulting from Financial Insolvency;
5. being directly involved in a documented traffic accident while en route to departure;
6. being hijacked, quarantined, required to serve on a jury, or required by a court order to appear as a witness in a legal action, provided you, Family Member traveling with you or a Traveling Companion is not 1) a party to the legal action, or 2) appearing as a law enforcement officer;
7. your Home made uninhabitable by fire, flood, volcano, earthquake, hurricane or other natural disaster;
8. your destination made uninhabitable by fire, flood, volcano, earthquake, hurricane or other natural disaster;
9. mandatory evacuation ordered by local authorities at your destination due to hurricane or other natural disaster;
10. being called into active military service to provide aid or relief in the event of a natural disaster;
11. a documented theft of passports or visas;
12. a Terrorist Act which occurs in your departure city or in a city which is a scheduled destination for your Covered Trip provided the Terrorist Act occurs within 30 days of the Scheduled Departure Date for your Covered Trip;
13. a cancellation of your Covered Trip if your arrival on the Covered Trip is delayed and causes you to lose 50% or more the scheduled Covered Trip duration due to the reasons covered under the Covered Trip Delay Benefit;
14. a transfer of employment of 250 miles or more;

15. your involuntary termination of employment or layoff and was not under your control. You must have been continuously employed with the same employer for 1 year prior to the termination or layoff. This provision is not applicable to temporary employment, independent contractors or self-employed persons;
16. your host at destination is hospitalized or dies.

## TRIP DELAY BENEFITS

If your Covered Trip is delayed for 5 hours or more, we will reimburse you, up to the amount shown in the Schedule for reasonable additional expenses incurred by you for hotel accommodations, meals, telephone calls and local transportation while you are delayed. We will not pay benefits for expenses incurred after travel becomes possible.

### Trip Delay must be caused by or result from:

1. Common Carrier delay;
2. loss or theft of your passport(s), travel documents or money; or
3. quarantine; or hijacking; or a civil disorder;
4. natural disaster or closure of public roadways by government authorities; or
5. a documented traffic accident while you are en route to departure;
6. unannounced strike.

## MISSED CONNECTION FOR CRUISES ONLY BENEFITS

*This benefit may not be available to residents of all states; please consult your state specific Group Certificate/Individual Policy for full details.*

We will reimburse you for Covered Expenses, up to the amount shown in the schedule, should you miss your cruise departure as the result of the cancellation or delay of 3 or more hours of all regularly scheduled airline flights due to inclement weather.

For this benefit, **Covered Expenses** means additional transportation expenses incurred to join the departed cruise, reasonable additional accommodation and meal expenses incurred en route to catch up to the cruise, and non-refundable cruise payments for the unused portion of

the Insured's land and water or air travel arrangements. This coverage is excess of any coverage provided by a Common Carrier or another party at no cost to the Insured.

## BAGGAGE & PERSONAL EFFECTS BENEFITS

We will reimburse you, up to the amount shown in the Schedule, for direct loss, theft, damage or destruction of your Baggage, passports or visas during your Covered Trip. We will also pay for loss due to unauthorized use of your credit cards, if you have complied with all of the credit card conditions imposed by the credit card companies.

### Valuation and Payment of Loss

Payment of loss under the Baggage and Personal Effects Benefit will be calculated based upon an Actual Cash Value basis. At our option, we may elect to repair or replace your Baggage. We will notify you within 30 days after we receive your proof of loss.

We may take all or part of a damaged Baggage as a condition for payment of loss. In the event of a loss to a pair or set of items, we will: 1) repair or replace any part to restore the pair or set to its value before the loss; or 2) pay the difference between the value of the property before and after the loss.

### Items Subject to Special Limitations

We will not pay more than \$600 (or the Baggage and Personal Effects limit, if less) on all losses to jewelry; watches; precious or semi-precious gems; articles consisting in whole or in part of silver, gold, or platinum; cameras, camera equipment; digital or electronic equipment and media; and articles consisting in whole or in part of fur. Items not included above are subject to a \$300 per item limit.

### Continuation of Coverage

If the covered Baggage, passports or visas are in the custody of a Common Carrier, and delivery is delayed, this coverage will continue until the property is delivered to you. This continuation of coverage does not include loss caused by or resulting from the delay.

### Your Duties in the Event of a Loss

In case of loss, theft or damage to Baggage and Personal Effects, you should: 1) immediately report the situation incident to the hotel manager, tour guide

or representative, transportation official, local police or other local authorities and obtain their written report of your loss; and 2) take reasonable steps to protect your Baggage from further damage, and make necessary, reasonable and temporary repairs. We will reimburse you for these expenses. We will not pay for further damage if you fail to protect your Baggage.

## BAGGAGE DELAY BENEFITS

We will reimburse you up to the amount shown in the Schedule for the cost of reasonable additional clothing and personal articles purchased by you, if your Baggage is delayed for 12 hours or more during the your Covered Trip. We will also reimburse you up to \$25 for expenses incurred during your Covered Trip to expedite the return of your delayed Baggage.

This coverage terminates upon your arrival at the return destination of your Covered Trip.

The benefit amount payable will not exceed the maximum shown on the Schedule.

## MEDICAL EXPENSE BENEFITS

We will pay this benefit, up to the amount on the Schedule for the following Covered Expenses incurred by you, subject to the following: 1) Covered Expenses will only be payable at the Usual and Customary level of payment; 2) benefits will be payable only for Covered Expenses resulting from a Sickness that first manifests itself or an Injury that occurs while on a Covered Trip.

### Covered Expenses:

1. expenses for the following Physician-ordered medical services: services of legally qualified Physicians and graduate nurses, charges for Hospital confinement and services, local ambulance services, prescription drugs and medicines, and therapeutic services, incurred by you during a Covered Trip;
2. expenses for emergency dental treatment incurred by you during a Covered Trip.

Please refer to the Definitions for an explanation of Pre-Existing Conditions which are excluded under the Medical Expense/Emergency Assistance Benefits.

## MEDICAL EVACUATION & REPATRIATION BENEFITS

We will pay this benefit, up to the amount on the Schedule for the following Covered Expenses incurred by you, subject to the following: 1) Covered Expenses will only be payable at the Usual and Customary level of payment; 2) benefits will be payable only for Covered Expenses resulting from a Sickness that first manifests itself or an Injury that occurs while on a Covered Trip.

### Covered Expenses:

1. expenses incurred by you for Physician-ordered emergency medical evacuation, including medically appropriate transportation and necessary medical care en route, to the nearest suitable Hospital, when you are critically ill or injured and no suitable local care is available, subject to the Program Medical Advisors prior approval;
2. expenses incurred for non-emergency medical evacuation, including medically appropriate transportation and medical care en route, to a Hospital or to your place of residence, when deemed medically necessary by the attending Physician, subject to the Program Medical Advisors prior approval;
3. expenses for transportation not to exceed the cost of one round-trip economy class air fare to the place of hospitalization for one person chosen by you, provided that you are traveling alone and are hospitalized for more than 7 days;
4. expenses for transportation not to exceed the cost of one-way economy class air fare to your place of residence, including escort expenses, if you are 18 years of age or younger and left unattended due to the death or hospitalization of an accompanying adult(s), subject to the Program Medical Advisors prior approval;
5. expenses for one-way economy class air fare (or first class, if your original tickets were first class) to the your place of residence, from a medical facility to which you were previously evacuated, less any refunds paid or payable from your unused transportation tickets, if these expenses are not covered elsewhere in the plan;
6. repatriation expenses for preparation and air transportation of your remains to your place of residence, or up to an equivalent amount for a local burial in the country where death occurred.

## Your duties in the event of a Medical Expense:

1. You must provide us with all bills and reports for medical and/or dental expenses claimed.
2. You must provide any requested information, including but not limited to, an explanation of benefits from any other applicable insurance.
3. You must sign a patient authorization to release any information required by us, to investigate your claim.

## ACCIDENTAL DEATH & DISMEMBERMENT BENEFITS

We will pay this benefit up to the amount on the Schedule if you are injured in an Accident which occurs while you are on a Covered Trip and covered under the plan, and you suffer one of the losses listed below within 180 days of the Accident. The Principal Sum is the benefit amount shown on the Schedule.

<u>Loss:</u>	<u>Percentage of Principal Sum Payable:</u>
Life.....	100%
Both Hands and Both Feet or Sight of Both Eyes....	100%
One Hand and One Foot.....	100%
One Hand and Sight of One Eye.....	100%
One Foot and Sight of One Eye.....	100%
One Hand, One Foot or Sight of One Eye.....	50%

If you suffer more than one loss from one Accident, we will pay only for the loss with the larger benefit. Loss of a hand or foot means complete severance at or above the wrist or ankle joint. Loss of sight of an eye means complete and irrecoverable loss of sight.

### Exposure and Disappearance

If by reason of an Accident covered by the plan, you are unavoidably exposed to the elements and as a result of such exposure suffer a loss for which benefits are otherwise payable; such loss shall be covered hereunder.

If you are involved in an Accident which results in the sinking or wrecking of a conveyance in which you were riding and your body is not located within one year of such Accident, it will be presumed that you suffered loss of life resulting from Injury caused by the Accident.

## GENERAL PLAN EXCLUSIONS

### **The following exclusion applies to the Accidental Death & Dismemberment coverage:**

1. We will not pay for loss caused by or resulting from Sickness of any kind.

### **The following exclusion applies to the Medical Expense, Trip Cancellation, Trip Interruption, and Trip Delay coverages:**

We will not pay for loss or expense caused by or incurred resulting from:

1. a Pre-Existing Condition, as defined in the plan, including death that results therefrom. This Exclusion does not apply to benefits under covered expenses for emergency medical evacuation or repatriation of remains of the Medical Expense Benefits coverage.

### **The following exclusion applies to all coverages:**

We will not pay for any loss under the plan, caused by, or resulting from:

1. Your, Traveling Companion's, Domestic Partner's Family Member's or Business Partner's suicide, attempted suicide, or intentionally self-inflicted injury, booked to travel with you, while sane or insane;
2. mental, nervous, or psychological disorders (does not apply to Medical Expense Benefits);
3. being under the influence of drugs or intoxicants, unless prescribed by a Physician;
4. normal pregnancy or resulting childbirth or elective abortion;
5. participation as a professional in athletics;
6. riding or driving in any motor competition;
7. declared or undeclared war, or any act of war;
8. civil disorder (does not apply to Trip Delay);
9. service in the armed forces of any country;
10. operating or learning to operate any aircraft, as pilot or crew;
11. mountain climbing, bungee cord jumping, skydiving, parachuting, hang gliding, parasailing or travel on any air supported device, other than on a regularly scheduled airline or air charter company;
12. any criminal acts, committed by you;
13. a loss or damage caused by detention, confiscation or destruction by customs;
14. Elective Treatment and Procedures;
15. medical treatment during or arising from a Covered Trip undertaken for the purpose or intent of securing medical treatment;
16. a loss that results from an illness, disease, or other condition, event or circumstance which occurs at a time when the plan is not in effect for you.

### **Waiver of the Pre-Existing Condition Exclusion**

The Pre-Existing Condition Exclusion is waived provided you meet all of the following requirements:

1. the payment for this plan and enrollment form is received within 21 days of the initial Covered Trip deposit/payment for your Covered Trip; and
2. you are not disabled from travel at the time you makes your plan payment; and
3. you insure all prepaid Covered Trip costs that are subject to cancellation penalties or restrictions; and also insures within 21 days of the payment for those arrangements the cost of any subsequent arrangements added to the your Covered Trip.

### **The following exclusion applies to the Baggage & Personal Effects and Baggage Delay coverages:**

We will not pay for damage to or loss of:

1. animals;
2. property used in trade, business or for the production of income, household furniture, musical instruments, brittle or fragile articles, or sporting equipment if the loss results from the use thereof;
3. boats, motors, motorcycles, motor vehicles, aircraft, and other conveyances or equipment, or parts for such conveyances;
4. artificial limbs or other prosthetic devices, artificial teeth, dental bridges, dentures, dental braces, retainers or other orthodontic devices, hearing aids, any type of eyeglasses, sunglasses or contact lenses;
5. documents or tickets, except for administrative fees required to reissue tickets;
6. money, stamps, stocks and bonds, postal or money orders, securities, accounts, bills, deeds, food stamps or credit cards, except as noted above;
7. property shipped as freight or shipped prior to the Scheduled Departure Date;
8. contraband.

We will not pay for loss arising from:

1. defective materials or craftsmanship; or
2. normal wear and tear, gradual deterioration, inherent vice; or
3. rodents, animals, insects or vermin; or
4. theft or pilferage from an unattended vehicle; or
5. mysterious disappearance; or
6. electrical current, including electric arcing that damages or destroys electrical devices or appliances.

## OPTIONAL TRANSPORTATION PAK

If you have purchased the Transportation Pak upgrade in addition to your Traveler Protection Plan, you will receive the Rental Car Damage Benefits and Flight Accidental Death & Dismemberment Benefits. One (1) Transportation Pak allowed per plan.

### **FLIGHT ACCIDENTAL DEATH & DISMEMBERMENT BENEFITS**

The benefits provided by the plan for air flight applies only if you sustain a covered loss in an Accident which occurs while a passenger in or on, boarding or alighting from an aircraft of a regularly scheduled airline or an air charter company that is licensed to carry passengers for hire.

We will pay this benefit up to the amount on the Schedule if you are injured in an Accident which occurs while you are on a Covered Trip and covered under the plan, and you suffer one of the losses listed below within 180 days of the Accident. The Principal Sum is the benefit amount shown on the Schedule.

<b>Loss:</b>	<b>Percentage of Principal Sum Payable:</b>
Life.....	100%
Both Hands and Both Feet or Sight of Both Eyes....	100%
One Hand and One Foot .....	100%
One Hand and Sight of One Eye.....	100%
One Foot and Sight of One Eye .....	100%
One Hand, One Foot or Sight of One Eye.....	50%

If you suffer more than one loss from one Accident, we will pay only for the loss with the larger benefit. Loss of a hand or foot means complete severance at or above the wrist or ankle joint. Loss of sight of an eye means complete and irrecoverable loss of sight.

### **Exposure and Disappearance**

If by reason of an Accident covered by the plan, you are unavoidably exposed to the elements and as a result of such exposure suffer a loss for which benefits are otherwise payable; such loss shall be covered hereunder.



If you are involved in an Accident which results in the sinking or wrecking of a conveyance in which you were riding and your body is not located within one year of such Accident, it will be presumed that you suffered loss of life resulting from Injury caused by the Accident.

## RENTAL CAR DAMAGE BENEFITS

If you rent a car while on your Covered Trip and the car is damaged due to collision, theft, vandalism, windstorm, fire, hail, flood or any cause not in your control while in your possession, or the car is stolen while in your possession and not recovered, we will pay you the lesser of: a) the cost of repairs and rental charges imposed by the rental company while the car is being repaired; or b) the Actual Cash Value of the car, up to the amount shown on the Schedule.

Coverage is provided to you and your Traveling Companion, provided you and your Traveling Companion are licensed drivers, and are listed on the rental agreement. This coverage is primary to other forms of insurance or indemnity.

### Coverage is not provided for loss due to:

1. Any obligation of you or Travel Companion assume under any agreement (except insurance collision deductible).
2. Rentals of campers, trailers, off-road or motor bikes motorcycles, recreational vehicles or Exotic Vehicles.
3. Any loss which occurs if you or Travel Companion are in violation of the rental agreement.
4. Failure to report the loss to the proper local authorities and the rental car company.
5. Damage to any other vehicle, structure or person as a result of a covered loss.

### Your Duties In The Event of a Loss:

1. Take all reasonable, necessary steps to protect the vehicle and prevent further damage to it;
2. Report the loss to the appropriate local authorities and the rental company as soon as possible;
3. Obtain all information on any other party involved in an Accident, such as name, address, insurance information and driver's license number;
4. Provide us all documentation such as rental agreement, policy report and damage estimate.

## OPTIONAL ACTIVE FAMILY PAK

If You purchased the Active Family Lifestyle Pak in addition to your Travelex Protection Plan, You will receive the following, subject to the terms and conditions of the benefits as outlined in the Description of Coverage.

*The Active Family Pak must be purchased at time of plan purchase and within 21 days of the initial trip deposit date. These benefits may not be available to residents of all states; please consult your state specific Group Certificate/Individual Policy for full details.*

## TRIP CANCELLATION & TRIP INTERRUPTION BENEFITS

If you are prevented from taking or continuing your Covered Trip for the following unforeseeable event or its consequences which occur while coverage is in effect under this Policy, we will reimburse you, up to the amount in the Schedule for the benefits outlined in the Trip Cancellation and Trip Interruption areas of this Description of Coverage.

1. Sickness, Injury or death of your Child Caregiver which results in medically imposed restrictions as certified by a Physician at the time of loss preventing your participation in the Covered Trip. A Physician must advise the Child Caregiver is unable to provide basic childcare services while you are on the Covered Trip on or before the Scheduled Departure Date.

**Child Caregiver** means an individual providing basic childcare service needs for your minor children under the age of 18 while you are on the Covered Trip without the minor children. The arrangement of being the Child Caregiver while you are on the Covered Trip must be made 30 or more days prior to the Scheduled Departure Date.

## TRIP CANCELLATION & TRIP INTERRUPTION BENEFITS

If you are prevented from taking or continuing your Covered Trip, due to a covered reason, we will pay, up to the amount shown in the Schedule, for pre-paid Tuition Fees not refunded by your school, if traveling for the purpose of attending said school.

**Tuition Fees** means all pre-paid non-refundable expenses charged by the school for your participation in the school's academic period. These expenses include tuition, room and board through the school only. Off-campus rooms, meals, books or fraternity/sorority charges are not included.

## TRIP INTERRUPTION BENEFITS

If you are actively participating in a sporting competition and the sporting competition is rescheduled or cancelled due to weather, we will reimburse you, up to 150% of the amount insured, for unused, non-refundable hotel cancellation expenses prepaid to the hotel and return air expenses incurred by the Insured.

Benefits are also payable to you, Traveling Companion or Family Member accompanying you on your Covered Trip.

## TRIP DELAY BENEFITS

If your Covered Trip is delayed for 5 hours or more, we will reimburse you, for the following covered expenses.

### Covered expenses include:

1. up to \$25 for expenses incurred, that are directly related to internet usage fees during the time you are experiencing a Common Carrier delay;
2. up to \$25 for one movie rental, if delay results in an overnight stay, other than your Home. This does not include movie rentals that are rated "NC-17" or above by the Classification and Rating Administration (CARA);
3. up to \$25 per day, up to the amount shown in the Schedule for additional kennel expenses. You must have placed your cat or dog in a licensed commercial kennel for the duration of the Covered Trip and you are unable to collect you cat or dog on the original pick-up date. For this benefit, you must provide the following documentation when presenting a claim: (1) written confirmation of the reasons for the delay from the Common Carrier whose delay resulted in the loss, including, but not limited to, scheduled departure and return times and actual departure and return times; (2) written confirmation from the licensed commercial kennel advising the original pick-up date and the actual pick-up date.

Receipts for the expenses incurred must be submitted for reimbursement.

**Trip Delay must be caused by or result from:**

1. Common Carrier delay; or
2. loss or theft of your passport(s), travel documents or money; or
3. quarantine; or hijacking; or a civil disorder;
4. natural disaster or closure of public roadways by government authorities; or
5. a documented traffic accident while you are en route to departure;
6. unannounced strike.

**MEDICAL EXPENSE BENEFITS**

If your cat or dog accompanies you on your Covered Trip and as a result of sickness or injury that first manifests itself or first occurs during the Covered Trip, we will pay a benefit up to \$1,000, subject to a \$50 deductible, for Emergency Medical Treatment if your cat or dog incurs Covered Medical Expenses.

Benefits amounts are payable on an aggregate limit for all cats or dogs accompanying you on your Covered Trip.

**MEDICAL EVACUATION & REPATRIATION BENEFITS**

If your cat or dog is left unattended as a result of your hospitalization, we will pay the cost to transport your cat or dog to your Home, up to \$10,000. Covered Expenses are for transportation expenses only. Expenses to kennel the cat or dog are not reimbursable under this benefit.

Benefits amounts are payable on an aggregate limit for all cats or dogs accompanying you on your Covered Trip.

**GENERAL PLAN EXCLUSIONS**

The following general plan exclusions have been lifted from the policy during Your Covered Trip:

1. participation as a professional in athletics;
2. riding or driving in any motor competition.

**OPTIONAL ADVENTURER PLUS PAK**

If You purchased the Adventurer Plus Lifestyle Pak in addition to your Travelex Protection Plan, You will receive the following, subject to the terms and conditions of the benefits as outlined in the Description of Coverage.

*The Adventurer Plus Pak must be purchased at time of plan purchase and within 21 days of the initial trip deposit date. These benefits may not be available to residents of all states; please consult your state specific Group Certificate/Individual Policy for full details.*

**RECREATIONAL SPORTING EQUIPMENT RENTAL BENEFITS**

We will reimburse you, up to \$600, for expenses to rent sporting equipment if your sporting equipment is lost, stolen, damaged or delayed, while on a Covered Trip. Receipts for the expenses incurred must be submitted for reimbursement, along with written proof that your sporting equipment was lost, stolen, damaged or delayed.

**EMERGENCY MEDICAL EXPENSE BENEFITS**

Increases Maximum Benefit amount to a total of \$75,000.

**NURSE ASSIST SERVICES**

Provided by Travelex's designated provider

Travelex's designated provider shall provide you with clinical assessment, education and general health information. This service shall be performed by a registered nurse counselor to assist in identifying the appropriate level and source(s) of care for you (based on your symptoms reported and/or health care questions asked by or on behalf of you). Nurses shall not diagnose your ailments.

**IDENTITY THEFT SERVICES**

Provided by Travelex's designated provider

Up to two (2) family member adults, who are living in the same household full-time, are provided free registration to the Debix® Identity Protection Network during Your plan term, stopping ID theft before it happens, and giving you Fraud Resolution Services to remedy any incident. Simply register to have a Debix® consumer alert placed on your credit card files(s), which prevents any issuance of new credit without Your direct permission. In addition, your children may be added for a 20% discount off the retail price to protect their identity as well. Learn more and enroll here: <http://www.Debix.com/Travelex/index.php>.

**SEARCH & RESCUE**

If you become lost, disoriented or reported missing, while on a Covered Trip, during a recreational activity that could be anticipated for that person's abilities and expertise, we will pay a benefit on behalf of the you, for the costs for one (1) organized Search and Rescue by appropriate authorities, up to \$10,000, not to exceed four days.

**We will pay a benefit if:**

1. a formal report is made for you in need of a Search and Rescue to an agency or authority who can activate a Search and Rescue; and
2. the agency or authority is provided with enough specific and credible details of how, when, where you might be located, so that an official and organized Search and Rescue can be activated.

**Specific Waiver of Liability for Search and Rescue:**

If you request this benefit, you understand that we and any affiliated party offering this benefit, does not accept any liability from the rescue situation, and you, and all minors, dependents, relatives, and interested or disinterested parties agree to forever waive, any and all liability to us or any rescue team, company, entity, and/or volunteer, for injuries, stress, death, disablement, sickness, or any claims, reason, or cause whatsoever

from any Search and Rescue used to attempt to reach you, assist the person, or respond in any way to you Search and Rescue, regardless of whether the Search and Rescue was ever initiated, cancelled, delayed, misdirected, or unable to locate, rescue, or stabilize you. If any part of this is held invalid, it does not invalidate the other parts or any other parties' waivers.

#### **Claims Procedures:**

The person must obtain itemized receipts of services and costs from the authorities who seek payment, as well as documentation from the resort at the Covered Trip destination.

#### **Exclusions Specific to Search and Rescue:**

We will not pay for any loss under this benefit, caused by, or resulting from:

1. heli-skiing;
2. extreme skiing;
3. fines, damages, penalties, or litigation that may be imposed against you as a result of their activities or actions.

### **GENERAL PLAN EXCLUSIONS**

The following general plan exclusions have been lifted from your policy during your Covered Trip: mountain climbing, bungee cord jumping, skydiving, parachuting, hang gliding, parasailing or travel on any air supported device, other than on a regularly scheduled airline or air charter company.

### **OPTIONAL PROFESSIONAL PAK**

If You purchased the Professional Lifestyle Pak in addition to your Travel Protection Plan, You will receive the following, subject to the terms and conditions of the benefits as outlined in the Description of Coverage.

*The Professional Pak must be purchased at time of plan purchase and within 21 days of the initial trip deposit date. These benefits may not be available to residents of all states; please consult your state specific Group Certificate/Individual Policy for full details.*

### **TRIP CANCELLATION & INTERRUPTION BENEFITS**

If the Insured purchased Cancel for Business Reason coverage, the Trip Cancellation Benefits and Trip Interruption Benefits coverage will be extended to include the following unforeseeable events that occur while coverage is in effect:

1. you or your Traveling Companion is required to work during the Covered Trip. A notarized written statement by a company officer and/or the Human Resources department demonstrating revocation of previously approved time off will be required;
2. you or your Traveling Companion's place of employment is rendered unsuitable for business due to burglary, fire, flood, volcano, earthquake, hurricane, or other natural disaster and the Insured or Traveling Companion is required to work as a result;
3. you or your Traveling Companion is directly involved in the merger of his or her employer or the acquisition of his or her employer by another company;
4. You or Your Traveling Companion have a previously approved military leave revoked or experience a military re-assignment.

### **TRIP DELAY BENEFITS**

If your Covered Trip is delayed for 5 hours or more, we will reimburse you, for the following covered expenses.

#### **Covered expenses include:**

1. up to \$25 for expenses incurred, that are directly related to internet usage fees during the time you are experiencing a Common Carrier delay;
2. up to \$25, for airline club admission expenses incurred at a sponsored airline club at the airport.

Receipts for the expenses incurred must be submitted for reimbursement.

#### **Trip Delay must be caused by or result from:**

1. Common Carrier delay; or
2. loss or theft of your passport(s), travel documents or money; or
3. quarantine; or hijacking; or a civil disorder;
4. natural disaster or closure of public roadways by government authorities; or
5. a documented traffic accident while you are en route to departure;
6. unannounced strike.

### **PROFESSIONAL BUSINESS PROPERTY BENEFITS**

The Company will reimburse you up to a maximum of \$500, subject to a \$150 Deductible per occurrence for loss, theft or damage to a laptop, PDA (Personal Digital Assistant), cell phone or other professional equipment provided you have taken all reasonable measures to protect, save and/or recover your property at all times. The laptop, PDA, cell phone or other professional equipment must accompany you during the Covered Trip.

In case of loss, theft, or damage to your laptop, PDA, cell phone or other professional equipment you must report the incident to the airline, airport, local police or other such local authorities and obtain their written report of your loss.

## TRAVEL ASSISTANCE & CONCIERGE SERVICES

Provided by Travelex's designated provider

When outside the USA or Canada, call us collect through a local operator (you will first have to enter the International Access Code of the country you are calling from). Within the USA or Canada, use the toll free number.

**Within U.S.A. & Canada** 1-855-892-6495  
**Outside U.S.A. & Canada** 603-328-1373  
**Your Plan Number: STS-NTL 0811**

## MEDICAL SERVICES

**Medical Assistance** – Our multi-lingual professionals are available 24 hours a day to provide help, advice and referrals for medical emergencies. We will help You locate local physicians, dentists, or medical facilities.

**Medical Consultation and Monitoring** – If You are hospitalized, we will contact You and Your treating physician to monitor Your condition to assure You are receiving appropriate care and assess the need for further assistance. We will also contact Your personal physician and family at home when necessary or requested to keep them informed of Your situation.

**Medical Evacuation** – When medically necessary, we will arrange and pay for appropriate transportation, including an escort, if required, to a suitable hospital, treatment facility or home. Payment for Medical Evacuation is available only for covered claims and up to the amount of coverage provided in the Policy. All medical transportation services must be authorized and arranged by On Call International. In the event of an unauthorized Medical Evacuation, reimbursement may be limited or coverage may be invalidated.

**Emergency Medical Payments** – We will assist You in the advancement of funds or guarantee payments (up to the Policy limit) to a hospital or other medical provider, if required, to secure Your admission, treatment or discharge.

**Prescription Assistance** – We will assist You with replacing medications that are lost, stolen or spoiled during Your Covered Trip, either locally or by special courier.

**Dependent Transportation & Family Visits** – When a minor (age 18 or younger) is left unattended on a Covered Trip due to hospitalization or death of the accompanying adult, we will arrange for his or her return home, including escort expenses. If You are traveling alone and hospitalized 7 days or more, we will arrange transportation for a person You choose to visit You.

**Repatriation of Remains** – In the event of death while on a Covered Trip, we will arrange for the preparation and transportation required to return Your remains to Your home.

## 24 HOUR TRAVEL ASSISTANCE SERVICES

**24 Hour Legal Assistance** – If while on Your Covered Trip You encounter legal problems, we will help You find a local legal advisor. If You are required to post bail or provide immediate payment of legal fees, we will assist You in arranging a funds transfer from family or friends.

**Message Services** – We will transmit emergency messages to family, friends or business associates. We will advise You if we have difficulty delivering Your message and let You know that the message has been received. We will also relay non-emergency e-mail or phone messages on Your behalf at any time during Your Covered Trip.

**Language Interpretation Services** – We provide interpretation services in major languages and will refer You to appropriate local services, if needed.

**Emergency Cash Transfer** – We will help arrange an emergency cash transfer (wire transfer, travelers checks, etc.) of Your funds from home or from friends or family in medical or travel emergency situations where additional funds are required.

**Pre-Trip Travel Services** – We provide 24-Hour information, help and advice for Your planned Covered Trip such as: passport and visa information,

requirements and replacement; travel health information or advisories; vaccine recommendations and requirements; government agency contact information (i.e. embassies, consulates, and other departments or agencies); weather and currency information.

**Travel Document and Ticket Replacement** – When important travel documents (such as passports and visas) are lost or stolen, we will help You to secure replacements. We will also help You when airline or other travel tickets are lost or stolen. We will assist You with reporting Your loss, reissuing tickets and obtaining the money required for this purpose (You are responsible for providing the funds).

## Concierge Services

- restaurant, shopping, hotel recommendations/reservations
- local transport (rental car, limousine, etc) information and reservations
- sporting, theatre, night life and event information (sports, scores, stock quotes, gift suggestions, etc.), recommendations and ticketing
- golf course information, referrals, recommendations and tee times
- tracking and assisting with the return of lost or delayed baggage

## Business Services

- emergency correspondence and business communication assistance
- assistance with locating available business services such as: express/overnight delivery sites, internet cafes, print and copy services
- assistance with or arrangements for telephone and web conferencing
- emergency messaging to customers, associates, and others (phone, fax, e-mail, text, etc.)
- real time weather, travel delay and flight status information
- worldwide business directory service for equipment repair/replacement, warranty service, etc.
- emergency travel arrangements

## CLAIMS PROCEDURES

All claims should be presented to the Program Administrator:

Claims Administration Office for Stonebridge Casualty Insurance Company  
4600 Witmer Industrial Estates, Suite 6  
Niagara Falls, NY 14305

Phone: 1-866-968-2061

Fax: 1-877-367-2496

**Trip Cancellation / Interruption Claims:** IMMEDIATELY Call your Travel Supplier and the Claims Administrator to report your cancellation and avoid non-covered expenses due to late reporting. The Claims Administrator will then advise you on how to obtain the appropriate forms to be completed by you and the attending Physician. Provide all unused transportation tickets, official receipts, etc.

If appropriate, obtain medical statements from the doctors in attendance in the country where Sickness or Accident occurred. These statements should give complete diagnosis, stating that the Sickness or Accident prevented traveling on the dates contracted.

**Trip Delay / Missed Connection Claims:** Obtain receipts for any Additional Expenses (i.e.: meals, lodging, etc.) and submit with written documentation from the source which caused the delay for verification (i.e.: Common Carrier, police report, etc.).

**Medical Expense Claims:** Obtain receipts from the providers of services, etc., stating the amount paid and listing the diagnosis and treatment. Provide a copy of their final disposition of your claim.

**Baggage Claims:** In case of loss, theft, or damage to personal belongings, immediately contact the hotel manager, tour guide or representative, transportation official, or local police; report occurrence and obtain a written statement. Submit claim first to party responsible (i.e.: airline, hotel, etc.). Provide a copy of the outcome of your claim, along with the written loss statements, receipts, etc.

Questions? Call  
**1-800-819-9004**



Insurance Services