Travel Assistance and ID Theft Protection Services

Even the best planned trips can be full of surprises.

The best laid travel plans can go awry, leaving you vulnerable and, possibly, unable to communicate your needs. When the unexpected happens far from home, it’s important to know whom to call for assistance.

If you are covered under a Hartford Group Policy, you and your family have access to Travel Assistance Services provided by Europ Assistance USA.1

With a local presence in 200 countries and territories around the world, and numerous 24/7 assistance centers, they are available to help you anytime, anywhere.

**Good to go: Multilingual assistance 24/7.**

Whether you’re traveling for business or pleasure, Travel Assistance services are available when you’re more than 100 miles from home for 90 days or less.2,3

As long as you contact Europ Assistance USA at the time of need, you could be approved for up to $1 million in covered services.4

**Services from here to there.**

Travel Assistance begins even before you embark, with pre-trip information, and continues throughout your trip. See the list of services in the chart on the back of this page.

**Identity theft assistance, too.**

Identity theft, America’s fast growing crime, victimizes almost 10 million American consumers each year.5 Europ Assistance USA helps protect you and your family from its consequences 24/7,2 at home and when you travel.

In addition to prevention education, this service provides advice and help with administrative tasks resulting from identity theft.

(continued on next page)
### Travel Assistance and ID Theft Protection Services

#### TRAVEL ASSISTANCE AND ID THEFT PROTECTION SERVICES

<table>
<thead>
<tr>
<th>Emergency Medical Assistance</th>
<th>Pre-trip Information</th>
<th>Emergency Personal Services</th>
<th>Identity Theft Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Medical referrals</td>
<td>• Visa and passport requirements</td>
<td>• Medication and eyeglass prescription assistance</td>
<td>• Prevention Services - Education</td>
</tr>
<tr>
<td>• Medical monitoring</td>
<td>• Inoculation and immunization requirements</td>
<td>• Emergency travel arrangements</td>
<td>• Identity Theft Resolution Kit</td>
</tr>
<tr>
<td>• Medical evacuation</td>
<td>• Foreign exchange rates</td>
<td>• Emergency cash</td>
<td>• Detection Services - Fraud alert to three credit bureaus</td>
</tr>
<tr>
<td>• Repatriation</td>
<td>• Embassy and consular referrals</td>
<td>• Locating lost items</td>
<td>• Resolution Guidance and Assistance - Credit information review</td>
</tr>
<tr>
<td>• Traveling companion assistance</td>
<td></td>
<td>• Bail advancement</td>
<td>• ID Theft Affidavit Assistance</td>
</tr>
<tr>
<td>• Dependent children assistance</td>
<td></td>
<td></td>
<td>• Card replacement</td>
</tr>
<tr>
<td>• Visit by a family member or friend</td>
<td></td>
<td></td>
<td>• Personal Services - Translation</td>
</tr>
<tr>
<td>• Emergency medical payments</td>
<td></td>
<td></td>
<td>• Emergency cash advance*</td>
</tr>
<tr>
<td>• Return of mortal remains</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Cash advance available when theft occurs 100 miles or more from your primary residence. Must be secured by a valid credit card.

### Need more facts?

For a more detailed description of the services please visit our Web site at [thehartford.com/employeebenefits](http://thehartford.com/employeebenefits).

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**DISCLAIMER: Service Exclusions and Limitations: Europ Assistance USA (EA) services are eligible for payment or reimbursement by EA only if EA was contacted at the time of the services and arranged and/or preapproved the services. Certain terms, conditions and exclusions apply; for further information refer to the Web site listed or call EA at the number provided.**

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**Travel Assistance**

**What to have ready:** Your employer’s name, a phone number where you can be reached, nature of the problem, Travel Assistance Identification Number and your company policy number, which can be obtained through your Human Resources department.

**Have a serious medical emergency?** Please obtain emergency medical services first (contact the local “911”), and then contact Europ Assistance USA to alert them to your situation. Call: 1-800-243-6108. Collect from other locations: 202-828-5885 Fax: 202-331-1528

Travel Assistance Identification Number: GLD-09012

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1 Travel Assistance and Identity Theft services are provided by Europ Assistance USA Europ Assistance USA is not affiliated with The Hartford and is not a provider of insurance services. Europ Assistance USA may modify or terminate all or any part of the service at any time without prior notice. None of the benefits provided to you by Europ Assistance USA as a part of the Travel Assistance and Identity Theft service are insurance. This brochure, the Travel Assistance and Identity Theft service Terms and Conditions of Use, and the Identity Theft Resolution Kit constitute your benefit materials and contain the terms, conditions, and limitations relating to your benefits. These services may not be used for business or commercial purposes or by any person other than the individual insured under the Hartford’s group insurance policy. The Hartford is not responsible and assumes no liability for the goods and services described in these materials.

2 Coverage includes spouse (or domestic partner) and dependent children under age 26.

3 Services are available in every country of the world. Depending on the current political situation in the country to which you are traveling, EA may experience difficulties providing assistance, which may result in delays or even the inability to render certain services. It is your responsibility to inquire, prior to departure, whether assistance service is available in the countries where you are traveling.

4 The Combined Single Limit (CSL), or amount of money available to the insured under a Hartford Group policy the Travel Assistance Program, is $1 million. One service or a combination of the services may exceed the CSL. The insured is responsible for payment of any expenses that exceed the CSL. Note: Certain Accidental Death and Dismemberment programs may offer different CSLs. Please consult with your Human Resources Manager for more details.

5 [www.europassistance-usa.com](http://www.europassistance-usa.com), viewed on 12/17/12.

6 In a medical emergency, Europ Assistance USA pays for assistance as described herein, but you are personally responsible for paying your medical/hospital expenses.

7 Europ Assistance USA provides the described personal services to you in an emergency, but you are personally responsible for the cost of air fare not approved as medically necessary by the attending physician, food, hotel and car expenses, and attorney fees. Emergency cash advances and bail advancement require your personal satisfactory guarantee of reimbursement provided through a valid credit card.

8 This case illustration is fictitious and for illustrative purposes only.

9 Emergency cash is charged as a cash advance, and emergency airline tickets are charged as a purchase to your credit card account and are all subject to that account’s finance rates.

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