



Zurich Travel Assist

24/7 travel assistance provider

In addition to travel insurance benefits, Travelex provides 24/7 travel assistance services before and during your trip through our travel assistance provider, Zurich Travel Assist. Travel assistance includes emergency medical services, evacuation, prescription assistance, and more.



About Zurich Travel Assist

- Serves more than 20 million travelers with their travel assistance needs each year.
- Nearly 30 years of experience assisting travelers globally with emergency care and travel assistance services.
- Member and shareholder of the International Assistance Group® (IAG), the largest assistance organization in the world.

Medical services

Medical assistance

Our multilingual team operates within a best-practice framework that places your health and well-being at the heart of our decision-making. Our care includes 24/7 emergency assistance and medical case management and extends to vaccination support, medical assessments, counseling, and mobile telemedicine. We also provide information on local medical facilities, clinics, and other service providers.

Medical consultation and monitoring

If you become seriously ill or injured, we will provide medical monitoring of your condition. All medical cases are reviewed by our medical case management team at inception of the claim.

Medical monitoring is performed to ensure the appropriate level of care is provided and to determine the next steps within a case (i.e., if repatriation or evacuation is required).

Medical evacuation

If you require medical attention of an emergency nature that is unavailable locally and determined to be medically necessary, then you may be transported to a qualified facility capable of stabilizing and/or treating your medical needs. Zurich Travel Assist will make arrangements for ground/air transportation and accompanying medical care as needed.

Did you know?

- Medical evacuation can potentially cost around \$30,000 in North America and average as much as \$150,000 in Europe, depending on the location.
- A nurse escort could average as much as \$12,000 in North America and around \$25,000 in Europe.
- If you have a medical emergency, Zurich Travel Assist takes care of foreign and domestic medical arrangements so you can focus on your recovery.¹

Need assistance?

If you purchased a Travelex travel protection plan, Zurich Travel Assist is available to you 24/7 if you have an emergency or need assistance before and during your trip.

Email Assistance@ZurichTravelAssist.com or call:

+1.800.555.0870 (toll-free within the U.S. and Canada)

+1.416.977.1803 (call collect outside the U.S. and Canada)

¹The payment information referenced in this flier will only be dispersed up to the maximum coverage limits listed in your policy. 1224-ZTAFly1_RET_103124_V1

Medical services *(cont.)*

Emergency medical payments

Zurich Travel Assist will deal directly with the facility to arrange for the bills to be sent to the appropriate insurance carrier. If treatment or discharge is denied without a deposit, then Zurich Travel Assist can arrange for the deposit by debiting a credit card or receiving a bank wire from either the eligible insured person or other party when payability is not yet established.

Prescription assistance

Zurich Travel Assist will arrange the replacement of medications that are lost, stolen, or spoiled during a covered trip, either locally or by special courier.

Repatriation of remains

In the event of death, we liaise with our panel of vetted providers to arrange transport, burial, cremations, or the careful return of mortal remains.

Dependent transportation and family visits

Depending on the coverage provided in the travel plan, Zurich Travel Assist will arrange for the return home and escort expenses of a minor (age 18 or younger) if they are left unattended on a covered trip due to hospitalization or death of the accompanying adult. If the travel plan provides the coverage, Zurich Travel Assist will arrange transportation for a person the insured chooses to visit them if the insured is traveling alone and hospitalized seven days or more.

Virtual care services

Whether you're vacationing with family or traveling alone for business, becoming injured or ill while away from home can be an inconvenient and stressful experience.

If you're traveling with children, something as simple as an upset stomach can cause major problems. If your child gets sick late at night while you're traveling, you could be left wondering whether you can wait to pick up over-the-counter medicine in the morning or if you need to visit the emergency room before things worsen.

A common issue for business travelers is running out of medication while overseas. A local doctor must administer prescriptions, and it's a time-consuming process to coordinate a consultation, provide medical records, and receive a new prescription.

Zurich Travel Assist has partnered with world-class virtual care providers to help alleviate the inconvenience and stress of illness and injury while traveling. We provide travelers with access to telehealth consultations within 61 countries in five languages, so when the unexpected happens, you'll have access to professional medical advice and the necessary medications 24/7.



Virtual care process

1. The traveler calls Zurich Travel Assist with a medical concern for assistance.
2. Zurich Travel Assist triages the traveler as appropriate for virtual care. The traveler receives a unique link for a virtual consultation.
3. The medical professional will advise the best course of action and treatment during the consultation.
4. If the treatment involves medication, the provider can send an e-script to a local pharmacy or the traveler's email, depending on local rules.
5. The traveler can pick up the prescription with minimal disruption.