

Travel Assistance Program



Assistance with Emergency Transportation Services

- Emergency Medical Evacuation
- Repatriation of Mortal Remains
- Transportation after Stabilization
- Visit by Family Member/Friend
- Return of Dependent Children
- Return of Traveling Companion

Assistance with Travel Support Services

- Medical Monitoring
- Hotel Arrangements for Convalescence
- Advance of Emergency Medical Expenses
- Assistance with Replacement Medication, Medical Devices, and Eyeglasses or Corrective Lenses
- Transfer of Insurance Information and Medical Records
- Medical and Dental Search and Referral
- Assistance with Vaccine and Blood Transfers

Assistance with Personal Assistance Services

- Assistance with Emergency Travel Arrangements
- Pre-Trip Information
- Interpretation/Translation
- Locating Lost or Stolen Items
- Emergency Cash Advance
- Legal Referral/Bail
- Emergency Message Relay

Your Guide to Safe Travel

Emergencies happen, help is a phone call away.

An unexpected illness, tooth ache or lost baggage can ruin a trip. With travel assistance services from Generali Global Assistance (GGA), help is only a phone call away. When a member is traveling away from home, they'll have access to travel, medical, personal and assistance services.

We have a local presence in 200 countries and territories worldwide, and 35 24/7 assistance centers staffed with multilingual assistance coordinators, case managers, and medical and security staff. Generali Global Assistance is here to help obtain the care and attention members need in case of an emergency while traveling.

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

For 24/7 assistance, please call

1-231-338-6614

(LOCAL/DIRECT NUMBER)

1-833-960-1152

(TOLL FREE NUMBER)

Emergency Transportation Services¹

EMERGENCY MEDICAL EVACUATION

In the event of a medical emergency, when a physician designated by GGA determines that it is medically necessary to be transported under medical supervision to the nearest hospital or treatment facility offering adequate care or be returned to their place of residence for treatment, GGA will help coordinate for the transport.

REPATRIATION OF MORTAL REMAINS

In the event of death while traveling, GGA will coordinate and arrange all necessary government authorization, including a container appropriate for transportation and the return of the remains to their place of residence.

TRANSPORTATION AFTER STABILIZATION

GGA will arrange medically-appropriate transport to your point of origin, following the stabilization of your condition and when approved by GGA.

Travel Support Services¹

MEDICAL MONITORING

During the course of a medical emergency resulting from an accident or sickness, GGA will monitor your case to determine whether the care is adequate from a Western Medical perspective.

ADVANCE OF EMERGENCY MEDICAL EXPENSES

GGA will advance on-site emergency inpatient medical payments to secure admission or discharge upon receipt of satisfactory assignment of benefits from a member, family member, or friend. All payments and costs must be paid by you and/or your medical insurance.

ASSISTANCE WITH REPLACEMENT MEDICATION, MEDICAL DEVICES, AND EYEGLASSES OR CORRECTIVE LENSES

GGA will arrange to fill a prescription that has been lost, forgotten or requires a refill, subject to local law, whenever possible. GGA will also arrange for shipment of replacement eyeglasses/corrective lenses or medical devices.

TRANSFER OF INSURANCE INFORMATION AND MEDICAL RECORDS

Upon your request, GGA will help relay insurance information during a hospital admission and assist with transferring medical information and records to the treating physician.

MEDICAL AND DENTAL SEARCH AND REFERRAL

GGA will assist in finding physicians, dentists and medical facilities in the area of travel.

ASSISTANCE WITH VACCINE AND BLOOD TRANSFERS

If based upon a physician's prescription, needed vaccines or blood products are not available locally, GGA will coordinate the transfer where possible and permissible by law.

Personal Assistance Services¹

PRE-TRIP INFORMATION

Upon request, GGA will provide information services such as: visa and passport requirements, health hazard advisories, currency exchange, inoculation and immunization requirements, temperature and weather conditions, and embassy and consulate referrals.

INTERPRETATION/TRANSLATION

Upon request, GGA will assist with telephone interpretation in all major languages. If ongoing or more complex translation services are required, GGA will refer you to local translators.

LOCATING LOST OR STOLEN ITEMS

GGA will assist in locating lost luggage and help coordinate the replacement of transportation tickets, travel documents or credit cards.

LEGAL REFERRAL/BAIL

Upon request, GGA will provide referrals to a local lawyer. In case of incarceration, GGA will notify the proper embassy or consulate, arrange the receipt of funds from third party sources, and locate an attorney and bail bonds, where permitted by law, with satisfactory guarantee of reimbursement from the member, family member or friend.



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¹GGA does not pay any costs for these services. GGA will coordinate and arrange for service(s) and payment(s), but you are responsible for making all payments and for paying all costs related to these services.

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