When you call the TRAVEL ASSISTANCE DEDICATED TELEPHONE NUMBERS

listed on the reverse, please have the following information available:

1. Your name, telephone number and (if possible) fax number, and your relationship to the plan participant.
2. Plan participant’s name, age, sex and company name.
3. A description of the plan participant’s condition or service needed.
4. Name, location and telephone number of hospital, if applicable.
5. Name and telephone number of treating doctor, if applicable.

ABOUT AXA ASSISTANCE USA, INC.

MetLife selected AXA Assistance USA, Inc. to be the administrator for Travel Assistance services because they are an industry leader. Formed in 1959, AXA is best known for intervening in medical emergencies in foreign countries. In addition, AXA administers assistance services when a covered employee or dependent becomes ill or injured while traveling 100 miles or more away from home. AXA is an independently owned company and is not associated with or an affiliate of MetLife.

All services must be arranged by AXA Assistance USA, Inc. No claims for reimbursement will be accepted.

HOW TO ACCESS TRAVEL ASSISTANCE

Next time you or your family members are traveling and need assistance, remember to use the phone number on the back of your Travel Assistance ID card. Be sure to carry the card with you at all times. One simple phone call to the Alarm Center puts you in touch with highly trained staff who will help ensure your call is handled promptly and will even coordinate your call is handled promptly and will even coordinate your call is handled promptly and will even coordinate with your medical insurance carrier in the event of a medical emergency.

CALL TRAVEL ASSISTANCE IF:

You are planning a trip and need general travel information.

You require medical assistance while traveling.

You lose documents, credit cards or luggage while traveling.

You require medical evacuation.

You experience local language problems.

You would like to request your travel and resolution guide.

You are a victim of identity theft and need personal assistance.

Be sure to fold this card and carry it in your wallet at all times.

If you have any questions about the services, please call Travel Assistance at (800) 454-3679 or (312) 935-3783 (collect).

http://webcorp.axa-assistance.com
Login: axa
Password: travelassist

AXA ASSISTANCE USA, INC.
122 Michigan Avenue, Suite 1100
Chicago, IL 60603

Note: Your health insurance still pays the medical expenses, but all of the extra costs involved in the medical transportation and other travel assistance services administered by AXA are covered. A small monthly fee is included in the cost of your insurance coverage and is not to be taken into consideration in the event of a medical emergency.

Your call is handled promptly and will even coordinate your call is handled promptly and will even coordinate your call is handled promptly and will even coordinate with your medical insurance carrier in the event of a medical emergency.

About AXA Assistance USA, Inc.

AXA Assistance USA, Inc. is an independently owned company and is not associated with or an affiliate of MetLife. AXA Assistance USA, Inc. is a wholly owned subsidiary of AXA Group North America, Inc., a member of the AXA Group of Companies. AXA Assistance Services is an industry leader. Formed in 1959, AXA is best known for intervening in medical emergencies in foreign countries. AXA administers assistance services when a covered employee or dependent becomes ill or injured while traveling 100 miles or more away from home. AXA is an independently owned company and is not associated with or an affiliate of MetLife.

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PERSONAL GUIDANCE: Assistance with filing and opening accounts and arranging for transfers or investments.

EDUCATION & PROTECTION: An identity theft risk & prevention toolkit and resolution guide.

GENERAL TRAVEL INFORMATION
Before you travel, you can visit the AXA Assistance website to obtain information about your visa, passport, inoculation requirements and local customs as well as 24-hour pre-departure information on weather, transportation information, city guides and much more.

CREDIT CARDS
With AXA Business Assistance, you and your dependents will have access to:

• Over 600,000 pre-qualified providers worldwide.
• Air and ground ambulance service.
• Trained multilingual personnel who can advise and assist you quickly and professionally in a travel emergency.

IDENTITY THEFT SOLUTIONS
You and your dependents also have access to Identity Theft Solutions, a benefit accessible while you are home or traveling. This service provides:

• Education & Protection: An identity theft risk & prevention toolkit and resolution guide.
• Personal Guidance: Assistance with filing and obtaining police and credit reports, contacting creditor fraud departments, taking inventory of lost or stolen items and more.

CONCIERGE SERVICES
Also included are concierge services designed to fulfill various travel and entertainment requests as well as arrangements for business-related services such as flight, hotel and dining reservations, general destination and transportation information, city guides and much more.

CRITICAL CARE MONITORING
A team of doctors, nurses and other medically trained personnel will stay in regular communication with the attending physician and/or hospital to help ensure you or your dependents are receiving proper care at all times.

MEDICALLY SUPERVISED REPATRIATION
If you or your dependents are ready to be discharged from the hospital but still are in need of medical assistance, this service will repatriate you or your dependents to the nearest medical facility.

DISPATCH OF PRESCRIPTION MEDICATION
If you or a dependent forgets or loses a prescribed medication, assistance in the arrangement for replacement medication (when possible and legally permissible) will be provided.

TRANSPORTATION TO JOIN PATIENT
If you or your dependents are traveling alone and will be hospitalized for more than seven days, round-trip common carrier transportation to the place of hospitalization for a designated family member or personal friend will be provided.

PET HOUSING AND RETURN
Provides assistance with pet-friendly hotel accommodations, boarding facilities and travel home for your pets.1

RETURN OF MORTAL REMAINS
If a participant dies while traveling, this service will transport and offer every reasonable assistance in legal formalities, for the return of mortal remains.

LEGAL REFERRALS
Provides referrals for you or your dependents to an interpreter or legal personnel, as necessary.

LOST DOCUMENT AND LUGGAGE ASSISTANCE
Provides assistance in locating lost luggage once a claim has been filed. This is not an insurance policy for lost/stolen luggage and does not reimburse for a permanent loss. Also provides assistance in the coordination of replacing lost documents or passports.

EMERGENCY CASH/BAIL ASSISTANCE
If your wallet is lost or stolen, you can receive an advance for personal emergency cash and assistance in obtaining bail bonds, where available. Emergency cash can be transferred from a friend, family member or business account.

POLITICAL EVACUATION
Whenever military facilities are not available locally, necessary transportation, equipment and personnel will be available to evacuate you and your dependents to the nearest medical facility.

EMERGENCY EVACUATION
Whenever medical facilities are not available locally, necessary transportation, equipment and personnel will be available to evacuate you and your dependents to the nearest medical facility.

ARRANGEMENT SERVICES
Arrangements will be made for the repatriation on political grounds for all covered travelers based on their government’s decision that such evacuation is necessary.1

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ATTENTION
THIS IS NOT A MEDICAL INSURANCE CARD.

The participant is entitled to medical and travel services administered by AXA Assistance USA, Inc. Within the United States: (800) 454-3679
Outside the United States Call Collect: (312) 935-3783
Or log on to:
http://webcorp.axa-assistance.com
Login: axa
Password: travelassist
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