

# Emergency Travel Assistance

IMG's iTravelInsured offers more than insurance protection. The following emergency travel assistance services are available to you, at your request, 24 hours a day, seven days a week, while you are on a trip covered under a contract administered by iTravelInsured to bring you Global Peace of Mind®.

**Emergency Travel Arrangements:** In the event you must return home or discontinue your trip as a result of an interruption in travel due to an illness of your spouse, child, parent, in-law or grandparent, we can help you make the appropriate travel arrangements.

**Lost Passport/Travel Documents Assistance:** we can help you report, retrieve or replace lost or stolen travel documents, such as your passport, credit cards and airline tickets.

**Lost Luggage Assistance:** we can assist you in communicating with the commercial carrier for the return of your lost luggage.

**Embassy or Consulate Referral:** we can inform you of the location and contact telephone numbers for the nearest embassy or consulate, no matter where you are.

**Emergency Message Relay:** we can receive or transmit emergency messages between you, your family or your employer.

**Emergency Prescription Replacement:** we can assist you with the replacement of lost or damaged prescription medication.

**Medical Referral:** If urgent medical advice or care is needed, we are prepared to refer you to the nearest appropriate care facility or provide a listing of available medical care to you. We can assist with obtaining an appointment with the medical care provider you have chosen.

**Note:** these services are not valid after coverage termination and may be withdrawn at any time. Services offer assistance and referral only. You are responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or good received.

**24-Hour Medical Monitoring:** If you are hospitalized, we can provide medical professionals to communicate with your treating doctor(s) and help you monitor your condition. IMG can also communicate with your family doctor, as you direct.

**Emergency Cash Transfer:** we can help you transfer funds, up to \$500, in the event you have a medical or travel emergency.

**Legal Referrals:** we can provide you with a referral to the nearest attorney.

**Emergency Translations:** we can provide personal, emergency telephone translation services and referral to a local interpreter service should you require language assistance.

*Cut out and fold the card below and keep it in your wallet while you are on your trip!*

Insured Traveler: SMITH, JOHN  
Certificate Number: TCSE123456789  
Member Number: 12345678

Should you need emergency assistance while you are on a covered trip:

+1.317.655.9796

## Emergency Travel Assistance Services Available

- ▶ Emergency Travel Arrangements
- ▶ Lost Passport/Travel Documents Assistance
- ▶ Lost Luggage Assistance
- ▶ Embassy or Consulate Referral
- ▶ Emergency Message Relay
- ▶ Emergency Prescription Replacement
- ▶ Medical Referral
- ▶ 24-Hour Medical Monitoring
- ▶ Emergency Cash Transfer
- ▶ Legal Referrals
- ▶ Emergency Translations



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## Confirmation of Plan Purchase

March 31, 2022

RE: Confirmation of Plan Purchase for: SMITH, JOHN  
Policy Number: TCLX123456789  
Destination Country: Costa Rica

To Whom It May Concern:

Please be advised that the above insured has purchased an IMG iTravelInsured Travel LX 0621 travel protection plan. Coverage under the above referenced plan is for a trip scheduled to occur from 31-Mar-2022 through 22-Apr-2022.

The plan is administered by iTravelInsured® and insurance coverages in the plan are underwritten by United States Fire Insurance Company, located at 5 Christopher Way; Eatontown, NJ 07724.

The plan includes several pre-departure benefits including Trip Cancellation and Trip Interruption as well as a Trip Delay benefit covering up to 2,500.00 USD. These and all other pre-departure benefits are subject to the terms and conditions of the plan. Accident and Sickness Medical coverage, including hospital accommodations, is provided while traveling worldwide, per the plan provisions, up to 500,000.00 USD. This includes benefits for hospital services, including expenses for a hotel room, if recommended as a substitute for a hospital room for recovery from a covered accident or sickness. Covid-19 is treated the same as any other sickness under the terms of the plan.

The Plan Documents, including coverage limitations and benefit maximums, may be presented as required. This information will verify that eligible expenses, including hospitalization expenses, are covered by this plan.

If further information is needed, please contact the IMG office with concerns.

Sincerely,

Policy Services Team