Emergency Medical and Travel Assistance Services Provided through Europ Assistance USA

Leading global emergency travel services provider
208 countries and territories covered worldwide
24 hour multi-lingual professionals

Call Toll Free
24 hours a day/7 days a week
IDD + (800) 0200-8888
toll free outside U.S and Canada
1 + (800) 766-8206
toll free in U.S and Canada
1 + (202) 659-7777
collect outside U.S. and Canada

IDD + 1 + (202) 659-7777
direct dial outside U.S and Canada

for list of countries where available see www.aceExecutiveAssistance.com

International Direct Dial (IDD) Prefix for Dialing to U.S.
IDD (code of country from which you place call) + 1 (U.S. Country Code) + Area Code + Phone Number
– wait for a second tone

Indonesia – 00
Singapore – 001, 007 (017 if VoIP)
Croatia - 00
Cuba - 119
Egypt - 00
El Salvador - 00
Equatorial Guinea - 00
Ethiopia - 00
Fiji - 00
Finland - 00, 990, 994, 999
France - 00, 40, 50, 70, 90
Gabonese Republic - 00
Gambia - 00
Georgia - 8-10
Germany - 00
Ghana - 00
Gibraltar - 00
Greece - 00
Greenland - 00
Grenada - 011
Guatemala - 00
Guinea - 00
Guinea-Bissau - 001
Guyana - 007
Haiti - 00
Honduras - 00
Hong Kong - 00
Hungary - 00
India - 00
Indonesia – 001, 007 (017 if using VoIP)
Iran - 00
Iraq - 00
Israel - 00
Italy - 00
Japan - 001, 016, 01981, 0041
Jordan - 00
Kazakhstan - 8-10
Kenya - 000
Kiribati - 00
Korea, North - 00
Korea, South – 0011, 002
Kuwait - 00
Laos - 00
Latvia - 00
Lebanon - 00
Lesotho - 00
Libia - 00
Libya - 00
Liechtenstein - 00
Lithuania - 00
Luxembourg - 00
Macao - 00
Macedonia, Former Republic of Yugoslavia - 00
Macedonia - 00
Malaysia - 00
Maldives - 00
Malta - 00
Marshall Islands - 011
Martinique - 00
Mauritania - 00
Mauritius - 020
Mexico - 00
Micronesia, Federated States of - 011
Moldova - 00
Monaco - 00
Mongolia - 001
Montenegro - 00
Morocco - 00
Mozambique - 00
Myanmar - 00
Namibia - 00
Nauru - 00
Nepal - 00
Slovenia - 00
Solomon Islands - 00
Somalia - 00
South Africa - 00
Nicaragua - 00
Spain - 00
Sri Lanka - 00
Sudan – 00
Suriname - 00
Swaziland - 00
Sweden - 00
Switzerland - 00
Syria - 00
Tajikistan – 8~10
Taiwan - 002
Tanzania - 00
Thailand – 001, 002
Timor - 00
Togo - 00
Tonga - 00
Trinidad and Tobago - 011
Tunisia - 00
Turkey - 00
Turkmenistan - 8-10
Tuvalu - 00
Uganda - 000
Ukraine – 000
United Arab Emirates - 011
United Kingdom - 00
Uruguay - 00
Vatican City - 00
Venezuela - 00
Vietnam - 00
Western Sahara - 00
Yemen - 00
Zambia - 00
Zanzibar - 00
Zimbabwe - 00

ACE Foreign Casualty, a division of ACE USA, specializes in providing International Advantage® foreign insurance programs and specialty products to small, mid-sized and large U.S.-based companies and organizations. ACE USA is the retail U.S.-based operating division of the ACE Group, headed by ACE Limited (NYSE:ACE), a component of the S&P 500 stock index. The ACE Group conducts its business on a worldwide basis with operating subsidiaries in more than 50 countries. For more information on International Advantage®, visit www.aceadvantage.com.

Political Evacuation Emergencies
Please Be Prepared with the Following Information
1. Name of caller, phone/fax, relationship to evacuee(s)
2. Evacuee(s) name, age, sex
3. Description of political emergency and reason for evacuation
4. Name, location and phone number where evacuee(s) can be reached
5. Policy Plan No. 01 SP 585
6. Name of Policyholder

Medical Emergencies
Please Be Prepared with the Following Information
1. Name of caller, phone/fax, relationship to patient
2. Patient’s name, age, sex
3. Description of patient’s condition
4. Name, location and phone number of hospital
5. Name and phone number of treating doctor; where and when treating doctor can be reached
6. Health insurance, workers’ compensation and auto insurance information (if involved in an auto accident)
7. Policy Plan No. 01 SP 585
8. Name of Policyholder

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Educational Institutions

Travelers Companion
ACE Policy Provides Employees, Faculty, Students and Chaperones

Executive Assistance Services

Around the Clock Protection

When Traveling with Programs Outside Your Home Country

When Temporarily Assigned Outside Your Home Country

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Medical Assistance Services

All services and payments must be arranged and pre-approved by Europ Assistance. Evacuations and repatriations must be ordered by a legally licensed physician and approved by a Europ Assistance designated physician to certify that the severity of the injury or sickness warrants an emergency evacuation/repatriation. All transportation arrangements must be by the most direct and economical route possible. If you are seriously ill or injured and cannot call, you must contact Europ Assistance as soon as you are able.

Hospital Admission Deposit

Europ Assistance will either guarantee the payment of or wire any required emergency hospital admission deposit up to USD$10,000. Policyholder or employee, faculty, student or chaperone to repay deposit to Service Provider within 45 days (without interest).

Medical Monitoring

Europ Assistance will monitor your condition when hospitalized abroad and will use best efforts to report your condition regularly to a person designated by you.

Dispatch of a Doctor or Specialist

When Europ Assistance determines, based on information available to them, that your condition cannot be adequately assessed to evaluate the need for evacuation, Europ Assistance will dispatch a doctor or specialist to your location. ACE will pay the cost of the doctor’s or specialist’s travel to your location, but does not pay the cost of any medical services rendered by the doctor or specialist at the location.

Emergency Medical Evacuation & Repatriation

If Europ Assistance determines adequate medical facilities are not available locally, Europ Assistance will arrange and ACE will pay for emergency medical evacuation under medical supervision, if necessary, to the nearest location with adequate facilities.

If Europ Assistance determines that it is medically necessary to repatriate you to a facility in your country of residence or citizenship, following stabilization, Europ Assistance will arrange and ACE will pay for repatriation under medical supervision, if necessary. Europ Assistance will arrange and ACE will pay the cost of one family member or other traveling companion to continue to accompany you during your evacuation or repatriation, limited to the cost of the airfare, and an incidental expense maximum of USD $300 per day, and USD $5,000 maximum for any one occurrence.

Personal and Legal Assistance Services

Pre-Trip Medical Referral Information to multi-lingual doctors and/or addresses and phone numbers of hospitals

Europ Assistance will provide pre-trip referral information to you regarding countries and regions to be visited, including local multi-lingual doctors and/or addresses and phone numbers for hospitals.

Emergency Medication arrangements and transportation

Should you require prescription medication that is not available locally, Europ Assistance will make arrangements for the transportation of such medication, when possible and legally permissible, upon the request of the prescribing physician.

Embassy and Consular Information

Europ Assistance will provide you or your traveling companions with contact information for embassies and consulates worldwide.

Lost Document Assistance

Europ Assistance will assist with obtaining replacements if you lose important travel documents while traveling, including passport and credit cards. ACE does not pay the cost of obtaining such replacements.

Emergency Cash Advance

Europ Assistance will, whenever possible, provide you with a cash advance of up to USD$1,000 in local currency for emergencies.

Legal Access

Europ Assistance will provide you with an introduction to local attorneys. Assistance also will be provided, but not the cost of, to obtain bail bonds in those areas where such bonds are customarily issued.

Translators & Interpreters

Europ Assistance will provide personal emergency translation services, as well as referrals to interpreter services. When personal presence or other customized interpreter services are required, you are responsible to pay locally the cost of such interpreter services.

Travel Assistance Services

When Europ Assistance hospitals or evacuates you and a traveling companion’s air ticket is no longer usable, Europ Assistance will arrange for, but not pay the cost of, one way air transportation for the companion to the original departure point, or to their residence.

Emergency Political Evacuation

Your educational institution has priority access to emergency political evacuation services. All services and payments must be arranged and pre-approved by Europ Assistance and iJET Intelligent Risk Systems and must be ordered by an authorized representative of your educational institution to certify severity of political situation warrants emergency evacuation/repatriation. All transportation arrangements must be by the most direct and economical route possible.

Concierge Services

Services you want when conducting business in other countries are available through Europ Assistance®, including: Pre-Trip Assistance, Destination Profiles, Epicurean Needs, Event Ticketing, Floral Services, Tee Time Reservations, Hotels Accommodations, Meet and Greet Services, Personalized Retail Shopping Assistance, Procurement of Hard-to-Find Items, Restaurant Referrals and Reservations, Rental Car Reservations and Airline Reservations. You are responsible to pay locally the cost of such services.

e-Services

Website: www.aceExecutiveAssistance.com
(see your educational institution’s administrator for log on details)

Valuable pre-trip planning information, including worldwide security and health information services, powered by iJET and Europ Assistance

1Use of this website is intended solely for employees, faculty, students and chaperones authorized by the educational institution. Misuse of this information, including User ID and Password, shall be the responsibility of the educational institution.

2Please review your policy for a complete description of each of these services and exact terms and conditions.