

Overview of Emergency Travel Assistance

TRAVEL ASSISTANCE

The Team Assist Plan was designed by CISI in conjunction with the designated Assistance Company to provide travelers with a worldwide, 24-hour emergency telephone assistance service. The Team Assist Plan complements the insurance benefits provided under the policy.

The Team Assist Plan offers the following 24-7-365 services to participants:

- Medical Evacuation and Medical Escort Services **
- Repatriation of Remains **
- Replacement of Medication or Eyeglasses
- Emergency Message Relay
- Emergency Travel Arrangements
- Emergency Cash
- Legal Assistance/Bail
- Location of Lost Items
- Interpretation/Translation
- Visa, Passport, and Inoculation Requirements
- Embassy and Consular Referrals
- Foreign Exchange Rates

** **PLEASE NOTE:** Medical evacuations and repatriation of remains must be arranged by the assistance company in order for benefits to be payable.

IMPORTANT CONTACT INFORMATION

If a participant requires Team Assist assistance, the ID number is the CISI policy number: GLM N0498321A. Please reference that policy number, along with the name of the group (Boston University), name, and birth date when contacting them.

To follow is Team Assist's contact information for your reference:

Team Assist Phone: (240) 330-1520 (calling from outside of the US, collect calls accepted)

(877) 577-9504 (calling toll-free from within the US)

Team Assist E-mail: ops@europassistance-usa.com