WELLFLEET
STUDENT

TRAVEL GUARD

Learn how to make the most of your accident insurance plan including travel assistance through Travel Guard, a Wellfleet Student partner.

WSH – 300001 – 06302021

TRAVEL ASSISTANCE USING TRAVEL GUARD ®

How to contact

Inside the United States and Canada:

- Dial toll free (877) 305-1966.

Outside the United States and Canada:

- Request an international operator
- Request the operator to place a collect call to the United States at (715) 295-9311
- Email us at assistance@aig.com

When to contact

If you are traveling 100 or more miles from home and require medical assistance, or have a medical emergency or require medical evacuation or repatriation.

If you are traveling 100 or more miles from home and need assistance with a non-medical situation such as lost luggage, lost documents, legal help, etc.

Information you'll need

You will need to provide Travel Guard with the following information when you call:

- Group Number or Policy Number.
- Nature of your call and/or emergency.
- Be sure to provide contact information at your current location in the event Travel Guard needs to call you back.

Medical Assistance

- Coordinate medical evacuation assistance.
- Physician/hospital/dental/vision referrals and assistance with appointments, when medical attention is required.
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local government procedures.
- Return travel arrangements.
- Assistance with emergency prescription replacement while abroad.
- coordinate dispatch of doctor or specialist.
- In-patient and out-patient medical case management.
- Arrangements of visitor to bedside of hospitalized insured.
- Eyeglasses and corrective lens replacement assistance.

Emergency Travel

With just a phone call, this unique service offers dedicated travel experts who work around-the-clock to solve your last-minute travel problems and/or emergencies.

- Flight rebooking assistance.
- Hotel rebooking assistance.
- Rental vehicle booking assistance.
- Coordinate emergency return travel arrangements
- Missed connections coordination

Worldwide Travel Assistance

- Lost baggage search and luggage replacement assistance.
- Lost or stolen documents assistance.
- Immunization, visa and passport information.
- Emergency language interpretation and translation services.
- Urgent message relay to family, friends or university associates.
- Foreign exchange, ATM and weather information.
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations.
- Legal referrals/bail bond assistance.

Personal Security Assistance

- Arrange emergency and security evacuations.
- Coordinate consultants to extract clients to safety.
- 24/7 access to security specialists who can provide safety and security information and advisories.
- Provide immediate security support over the phone for security needs.

Ready to learn more?
Visit wellfleetstudent.com

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multi-lingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at www.aig.com/travel or www.travelguard.com.

Wellfleet is the marketing name used to refer to the insurance and administrative operations of Wellfleet Insurance Company, Wellfleet New York Insurance Company, and Wellfleet Group, LLC. All insurance products are administered or managed by Wellfleet Group, LLC. Product availability is based upon business and/or regulatory approval and may differ among companies.

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