



GLOBAL TRAVEL PLUSSM



What is Global Travel Plus?

The simple answer to this question is that Global Travel Plus is a provider of global emergency medical services for travelers. If a covered member becomes ill or injured while traveling more than 100 miles from home, we support that member with an array of services, including medical referrals, monitoring, evacuation, repatriation and much more. But beyond the concrete, there is a greater depth to what we offer:

We are problem solvers.

Global Travel Plus saves lives everyday without preset parameters around our services. On a case by case basis, we may find ourselves reuniting a pet that was displaced due to a member's medical situation with its owner, arranging the return of a car that a member was not well enough to drive home, re-fitting an air ambulance to accommodate a special needs patient or commissioning a toboggan for transport down Mt. Kilimanjaro. We are committed to resolving the emergencies of our members—whatever it takes—with whatever method is necessary for each situation. We have the talent and resources to do so.

Our main product is peace of mind. We're your safety line.

We do not have a physical item that we package in a box and stamp with our name. Our product is something much more precious: peace of mind. Our members can travel knowing that they are connected and cared for anywhere in the world, and that their families will not be burdened with trying to extricate them from a difficult and costly situation away from home.

We are caring partners.

Although it only takes one phone call to set us in motion on behalf of any covered member who needs assistance, our relationship really does not start or end there. We offer pre-travel information to empower our members to be well-prepared. We stay in regular communication with members and families throughout any emergency. And we encourage feedback and dialogue when an incident has been resolved. Our members feel valued and safe before, during and after any urgent situation.



Important things to know about Global Travel Plus

We are not an insurance company.

Global Travel Plus completely arranges and pays for all the assistance services it provides, including critical care monitoring, transportation and other support measures, without limits on the covered cost. Once a qualified physician or hospital has begun care, the costs of actual treatment and hospitalization are covered by a member's health insurance plan, just as if the incident had happened at home.

Coverage begins when a member is 100 miles away from home, or in another country.

Whenever a member travels beyond a 100 mile radius from home or crosses the border of a different country, the Global Travel Plus shield is activated.



Global Travel Plus Advantages

Sure, there are other assistance companies. But Global Travel Plus's service offerings are wholly unique, shining brighter and standing out among the many other assistance providers.

Single point of service.

One phone call is all it takes to activate our powerful resources.

No chargebacks.

We pay for all the services we perform.

No maximum limits for any services.

There is no financial cap on our assistance.

No exclusions for pre-existing conditions.

There is no fine print about pre-existing conditions accompanying our services.

No territorial exclusions.

Members are covered for medical emergencies anywhere on the globe regardless of geographic or political climate.

No exclusions for extreme sports or hazardous hobbies.

White-water rafting? Yes, still covered.

Medically-trained, multilingual Operations Center accessible 24/7.

Assistance anytime, anywhere, in any language.

Strategic company precautions ensure uninterrupted service.

Our headquarters are safeguarded by state-of-the-art backup generators to ensure seamless operations in the event of power failure or local emergency; corporate offices offsite and abroad serve as alternate control centers.



Emergency Medical Evacuation

The quality of healthcare varies widely from location to location. Global Travel Plus keeps up to date on medical resources all over the world. If a member becomes ill or injured in an area of the globe where appropriate care is not available, Global Travel Plus will intervene and use whatever equipment and personnel are necessary to transport that member safely to the nearest facility that meets our rigorous standards. The full cost of any evacuation, including medical treatment while in transport, is paid for by Global Travel Plus.

Transportation to Join Patient

Being compromised away from home is a stressful, intimidating experience for a patient, and being away from familiar faces and surroundings only makes it worse. At the same time, loved ones back home are often frantically worried. Global Travel Plus realizes that having a family member or friend present during a health crisis makes everyone feel more at ease and can even accelerate the recuperation process. That is why Global Travel Plus will arrange and pay the transportation costs for a loved one to join any member who is expected to be hospitalized for more than ten days.

Care of Minor Children

Members who become sick or injured while traveling can sometimes be presented with a dilemma about caring for their dependent children, but Global Travel Plus is there to help. If a child is left unattended due to an injury or illness of an accompanying parent, we will arrange and pay for them to return home to a family member, or we will arrange childcare locally. We will also arrange care of children at home who are left unattended due to the parent's unexpected absence. This could include transporting children to another family member, bringing a family member to the children or whatever other solution is necessary.



WELCOME HOME

Medical Repatriation

There is no greater relief to a patient than news from the doctor of being released to go home. Unfortunately, sometimes the mind's enthusiasm is ahead of the body's capabilities, especially for the physical challenges of a long journey after being debilitated. Global Travel Plus, when deemed medically necessary, will provide transportation home or to a specified health facility with a medical or non-medical escort as required.

Return of Remains

In the unfortunate event that a covered member passes away while traveling, Global Travel Plus will arrange and pay for the necessary paperwork, body preparations and transport to bring the remains home. Families who have experienced loss of a loved one have consistently thanked us for offering this service, saying it is a source of true comfort both emotionally and financially in times of great sadness.

Travel Information

To help make our members the most informed and prepared travelers they can be, we offer comprehensive trip information on the Global Travel Plus website. Members can review country profiles, visa requirements, immunization regulations, security advisories and more at www.globaltravelplus.com.



Medical Referrals

Our Operations Center is staffed 24/7 by medically-certified, multilingual personnel who can immediately evaluate and troubleshoot for any emergency situation. When a call for help comes in, they put in motion Global Travel Plus's vast expertise to solve medical and non-medical emergencies anywhere in the world. Global Travel Plus members are assured of being directed to the most dependable healthcare and problem-solving resources by our highly trained team.

Medical Monitoring

Our relationship with our members goes way beyond the initial phone call for help: we remain a connected, caring and medically savvy partner through the duration of any case. We maintain regular communication with the patient and attending medical staff, closely monitoring the quality and course of treatment and stay in close touch with the patient's family to relay information as appropriate and provide support during what is almost always a confusing time. When a case is finished, we always make a final follow-up call to ensure everything has been taken care of satisfactorily.

Foreign Hospital Admission Assistance

Unlike the U.S., the majority of countries in the world maintain a non-obligatory response towards healthcare. That is, medical treatment—even in an emergency—is provided based on a person's ability to pay for it, and not as a basic human right. Keep in mind that most domestic health insurance cards have very little significance or recognition in foreign lands. For international visitors to any country, Global Travel Plus will facilitate admittance to a foreign hospital by helping to validate the member's medical insurance.



Prescription Assistance

It is easy to replace a forgotten toothbrush on a trip, but when a situation occurs because a prescription medication has been lost or left behind, the solution is not so simple. Global Travel Plus works with the prescribing physician and a pharmacy in the area of travel to replace a member's medicine. If necessary, however, we will arrange for the member to see a local doctor for a new prescription.

Lost Luggage Assistance

Lost luggage can turn quickly from a small nuisance into a major hassle, restricting plans and affecting travel itineraries. Global Travel Plus works with airlines to recover and deliver lost bags.

The Global Travel Plus services described in this promotional material are only intended to serve as a general overview of the emergency travel assistance services available. The services available to you through your plan may vary from what is listed and described in the promotional material. For a complete description of the services that are provided to you by your plan, please consult your service certificate provided by your plan administrator and/or the fulfillment material provided by Global Travel Plus.

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