

# Travel Assistance Program

## ATTENTION

**In the event of a medical emergency call MedAire, Inc. immediately and reference your Membership number 00GCMA087921**

### 24-Hour Access

**1-800-839-2401 (Toll free from US and Canada)  
+1-480-379-1914 ( From outside the US)**

Call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be medically evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems

When you call MedAire, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to Covered Person;
2. Covered Person's name, employee ID, age, sex and membership number;
3. A description of the Covered Person's condition;
4. Name, location, and telephone number of hospital;
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident.

"Covered Person" means the person insured under the applicable ACE policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

## ATTENTION Medical Personnel or Police

In the event of a medical emergency, MedAire will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours a day toll free at 1-800-839-2401 if you're inside the USA or Canada; or if you're outside the USA call + 1-480-379-1914.

**For medical referrals, evacuation, repatriation or other services please call:**

**In the event of a medical emergency call MedAire, Inc. immediately and reference your Membership number 00GCMA087921**

### 24-Hour Access

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Visit [www.medaire.com](http://www.medaire.com) for access to global threat assessments and location based intelligence. Submit request using the contact screen.

In addition to the insurance protection provided by your Group Accident insurance plan, Delta has arranged with MedAire, Inc. to provide you with access to its travel assistance services around the world. These services include:

- **Medical Assistance** including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- **Personal Assistance** including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, medical benefits verification and medical claims assistance.
- **Travel Assistance** including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.

This information provides you with a brief outline of the services available to you. Reimbursement for any service provided is limited to the terms and conditions of Delta's Group Accident insurance plan (AD&D) policy under which you are insured. You will be required to pay for services not covered. A third party vendor may provide services to you. MedAire makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical providers, facilities, legal counsel or other professional service providers suggested by MedAire are not employees or agents of MedAire and the choice of provider is yours alone. MedAire assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

## TRAVEL ASSISTANCE PROGRAM

**Organization:** Delta Air Lines

**Policy Number:** ADD N04983233 (Voluntary Accident) or ADD N04983245 (Private Pilots)

**Assistance Provider:** MedAire, Inc., An International SOS Company

MedAire, Inc. provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be medically evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems