

# Travel Assistance

## Security That Travels With You



Travel Assistance helps you cope with emergencies when you travel more than 100 miles from home or internationally for trips of up to 180 days. It can also help you with non-emergencies, such as planning your trip.

You do not have to enroll. As a participant in your employer's group insurance from The Standard,† you are automatically covered – and so is your family. All services are available 24 hours a day, every day.

### Travel Assistance Offers The Following Services:

- **Pre-trip Assistance** including passport, visa, weather and currency exchange information, health hazards advice and inoculation requirements
- **Trip Assistance** including emergency ticket, credit card and passport replacement assistance, funds transfer assistance and missing baggage assistance
- **Medical Assistance** including locating medical care providers and interpreter services
- **Legal Assistance** including locating a local attorney, consular officer or bail bond services
- **Emergency Transportation Services** including arranging and paying for emergency evacuation to the nearest adequate medical facility and medically necessary repatriation to the employee's home, including repatriation of remains\*
- **Personal Security Services** including logistical arrangements for ground transportation, housing and/or evacuation in the event of political unrest and social instability. In more complex situations, assists in making arrangements with providers of specialized security services.

† The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Ore. in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of White Plains, N.Y. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.

Travel Assistance is provided through an arrangement with FrontierMEDEX, Inc., which is not affiliated with The Standard, and is subject to the terms and conditions, including exclusions and limitations, of the Emergency Travel Assistance Program Employee Description. Travel Assistance is not an insurance product, except in Oregon.

\* Emergency Transportation Services must be arranged by FrontierMEDEX. Related medical services, medical supplies and a medical escort are covered where applicable and necessary.



In the U.S., Canada, Puerto Rico, U.S. Virgin Islands, and Bermuda, call 800.527.0218. In other locations worldwide, call collect +1.410.453.6330.

You can also email [operations@frontiermedex.com](mailto:operations@frontiermedex.com).

Below is a handy reference card for your wallet.

Standard Insurance Company

The Standard Life Insurance Company of New York

[www.standard.com](http://www.standard.com)



Member Center

[www.medexassist.com/standard/standard1.aspx](http://www.medexassist.com/standard/standard1.aspx)

Group #9061

Fold



Travel Assistance is available when traveling at least 100 miles from home or in a foreign country.

In the United States, Canada, Puerto Rico, U.S. Virgin Islands, and Bermuda, call toll-free .....800.527.0218  
In other locations worldwide, call collect .....+1.410.453.6330

FrontierMEDEX Travel Assistance can also be reached at [operations@frontiermedex.com](mailto:operations@frontiermedex.com)

FrontierMEDEX is not responsible for the availability or results of any medical, legal, or transportation services. You are responsible for obtaining all services not directly provided by FrontierMEDEX and for the expenses associated with them. All services must be arranged by FrontierMEDEX, Inc. No claims for reimbursement will be accepted.

