

Access to Chubb Travel Assistance, Worldwide

When you're facing a travel or medical emergency, Chubb partners with AXA Assistance (AXA) to give you 24/7 access to local care and expert assistance—wherever you are. **In case of a travel or medical emergency**, contact AXA Assistance's multi-lingual call center 24 hours a day at the contact details below:



Scan the QR code to save the emergency hotline to your mobile device. When saving the contact, be sure to note the "Policyholder Name" and "Policy Number" from the ID Card below.

- Within US or Canada: +1-855-327-1414 (toll-free)
- Outside US: +1-630-694-9764 (collect)
- Email: MedAssist-USA@AXA-Assistance.us

When calling AXA, please be prepared to provide the following located on your travel assistance ID card:

- Name of caller or relationship to covered person
- Policy number
- Policyholder name
- Reason for calling

24/7 Assistance Services

Your travel assistance services include, but are not limited to:

Medical Assistance

- Emergency medical evacuations and repatriation
- Medical monitoring and treatment
- Return of mortal remains
- Dispatch of physician
- Transport of family member/ Escort of dependents
- Doctor or hospital referrals*
- Remote Behavioral Health

Travel Assistance

- Lost/stolen personal item assistance
- Emergency travel arrangements
- ID theft assistance and advice
- Emergency cash advance
- Translator or interpreter assistance
- Emergency message transmission
- Legal/bail bond referral
- Embassy and consulate information

Security Assistance

- Access to 24/7 security assistance and safety advice
- On-the-ground crisis response for security, natural disaster, or political evacuation and repatriation

Chubb Travel Portal

Visit www.ChubbTravelAssistance.com/AXA for more information on the Chubb Travel Assistance program and to navigate to your travel portals, Crisis24 Horizon.

- Crisis24 Horizon provides a wide range of destination and security intel, allowing you to set real-time alerts and access detailed country briefings to help mitigate travel risks. **Register now** using the **Member ID: CHUBBAXA**
- Access Medical Support via Crisis24 Horizon like Find a doctor or hospital or Teleconsultation serviced by AXA My Trip.
- Download the Crisis24 Horizon mobile app available for iOS or Android devices.


This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third-party vendor may provide services to you. AXA Assistance 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 provider, facility, legal counsel, or other professional service provider suggested by AXA Assistance are not employees or agents of AXA Assistance and the choice of provider is yours alone. AXA Assistance 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.

*Available via AXA My Trip Companion portal.

Your Travel Assistance Identification Card

Please cut out or take a photo of the ID card below so you can access these services if needed. You can also scan the QR code for the virtual contact card above and save the hotline as a contact in your mobile device.

<p>CHUBB®</p> <p>For emergency assistance, please provide the policyholder details on this ID card and contact us :</p> <p>Chubb Travel Assistance Inside US: +1-855-327-1414 Outside US: +1-630-694-9764 Email at: MedAssist-USA@AXA-Assistance.us</p> <p>Travel Assistance Portal Visit website: www.ChubbTravelAssistance.com/AXA</p>	<p style="text-align: right;">CHUBB® </p> <p>Policyholder: California Institute of Technology</p> <p>Policy Number: ADD N18014750</p> <p>AXA Assistance provides emergency medical and travel assistance services and pre-trip information services. Call when you require:</p> <ul style="list-style-type: none"> • Hospital or doctor referral • Emergency medical assistance; hospitalization • Medically necessary evacuation or repatriation • Guarantee of payment for medical expenses • Translation or interpreter assistance • Security/political event emergency support <p style="text-align: center;">This is not a medical insurance card.</p>
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