Travel Assistance Services:
Helping You Help Your Employees

Are your employees prepared for today’s complex global travel landscape? It makes good business sense for employers to equip travelers with the resources they need for a safe and successful trip, whether it’s business travel or a family vacation. These resources should include access to assistance during any type of emergency to help protect travelers and fulfill their duty of care.

And with On Call International’s travel assistance services, you’re helping your employees do just that!

Adding even more value to your current suite of offerings, On Call’s travel assistance services reduce your employees’ overall risk exposure and the legal and financial burdens these exposures can bring. Now part of the Tokio Marine Group, On Call’s travel assistance services fit seamlessly into the unique solutions you’re already offering your employees who have a globally-mobile workforce.

How Do On Call’s Travel Assistance Services Work?

It’s pretty simple—anytime one of your employees’ travelers experiences an emergency—no matter how big or how small—they have around-the-clock access to On Call’s 24-hour, toll-free travel assistance services. Whether they need help with an illness or injury, lost passport, missing luggage or even a prescription refill, your employees can rest assured their travelers (and their covered dependents) have access to a personal travel emergency companion anytime, anywhere.

On the reverse side is an outline of the On Call emergency travel assistance service program. For a complete description of all services and the program terms and limitations, please request a Description of Covered Services from your Reliance Standard representative.
Covered Services
When traveling more than 100 miles from home or in a foreign country, On Call offers your employees and their dependents the following services:

**Pre-Trip Assistance**
- Inoculation requirements information
- Passport/visa requirements
- Currency exchange rates
- Consulate/embassy referral
- Health hazard advisory
- Weather information

**Emergency Medical Transportation***
- Emergency evacuation
- Medically necessary repatriation
- Visit by family member or friend
- Return of traveling companion
- Return of dependent children
- Return of vehicle
- Return of mortal remains

**Emergency Personal Assistance Services**
- Urgent message relay
- Interpretation/translation services
- Emergency travel arrangements
- Recovery of lost or stolen luggage/personal possessions
- Legal assistance and/or bail bond

**Medical Assistance Services Include**
- Medical referrals for local physicians/dentists
- Medical case monitoring
- Prescription assistance and eyeglasses replacement
- Convalescence arrangements

* The services listed above are subject to a maximum combined single limit of $250,000. Return of vehicle is subject to $2,500 maximum.

On Call International and Reliance Standard Life Insurance Company are members of the Tokio Marine group of companies. Reliance Standard is not responsible for the content of the On Call travel assistance services, and is not responsible for, and cannot be held liable for, any services provided or not provided by On Call.

Reliance Standard Life Insurance Company is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are provided through First Reliance Standard Life Insurance Company. Home Office: New York, NY.

On Call is not responsible for the unavailability or results of any medical, legal or transportation services. You are responsible for obtaining all services not directly provided by On Call and for the expenses associated with them.