## About Assist America

Assist America, formed in 1990, is the nation's largest provider of emergency travel assistance services through employee benefit plans. Assist America responds when any eligible member becomes ill or injured while traveling just 100 miles or more away from home, domestically or abroad.

## Using Assist America's Services

Next time you or your family members are traveling and need emergency assistance, remember to use the phone number on the back of your Assist America ID card. Be sure to carry the card with you at all times. One simple phone call puts you in touch with Assist America's highly-trained staff who will ensure your call is handled promptly, and will even coordinate with your medical benefit plan.

**All services must be provided and arranged by Assist America. No claims for reimbursement will be accepted.**

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Emergency Travel Assistance Services

If you require Emergency Travel Assistance and are more than 100 miles from home, call or email the Assist America Operation Center at:

800-872-1414
Within the United States

301-656-4152
Outside the United States

email: medservices@assistamerica.com

- The holder of this card is a member of Assist America and is entitled to its medical and personal services.
- El portador de esta tarjeta es miembro de Assist America y tiene derecho a los servicios personales y de assistencia medica de Assist America.
- Le titulaire de cette carte est membre d'Assist America a droit a l'assistance médical et aux services personnels d'Assist America.

Attention: *This is not a medical insurance card. No claims for reimbursement will be accepted. All services must be arranged and provided by Assist America. Assist America excludes coverage for spouse business travel.*

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202 Carnegie Center
Suite 302A
Princeton, NJ 08540
(609) 921-0868
www.assistamerica.com

This brochure provides a general description of emergency travel assistance services provided by Assist America.

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states except New York. In New York, group insurance policies are underwritten by Sun Life Insurance and Annuity Company of New York (New York, NY). Group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.)* (Wellesley Hills, MA) in all states. Product offerings may not be available in all states and may vary depending on state laws and regulations.
*Formerly known as Genworth Life and Health Insurance Company.
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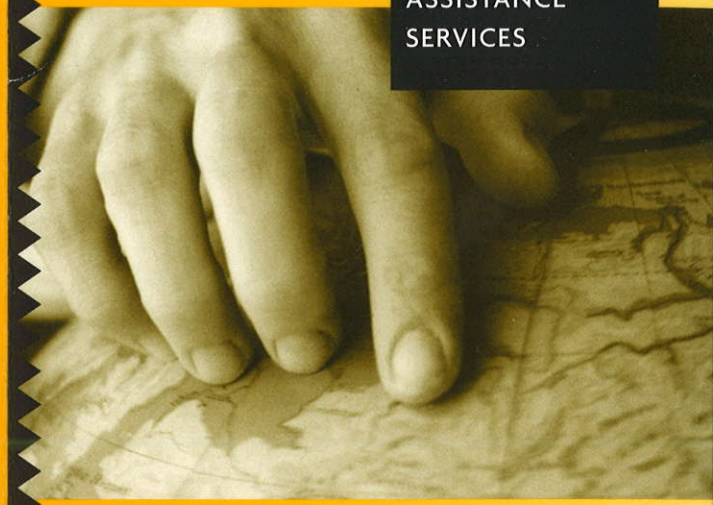
Visit us at www.sunlife-usa.com.

GR/1264
SLPC 18147
11/07 (exp. 11/09)

# EMERGENCY TRAVEL ASSISTANCE SERVICES



*Live Life to the Fullest.*

Sun Life Financial®

# Emergency Travel Assistance

Sun Life Financial is pleased to offer you Emergency Travel Assistance services provided by Assist America. This unique emergency medical and personal assistance program protects you 24 hours a day, 365 days a year whenever you travel more than 100 miles from home. The service is available to you as a full-time, active employee through your enrollment in Sun Life Financial's Basic Group Life insurance program.

Assist America connects you to Western-quality doctors, hospitals, pharmacies and other vital services if you are faced with a medical-related emergency while traveling anywhere in the world.

## Assist America Advantages

You and your family (whether traveling together or separately) can activate Assist America's emergency medical and personal travel assistance services with one simple phone call to the number on your Assist America ID card. You will immediately be connected to:

- Pre-qualified medical providers anywhere on the globe
- A state-of-the-art Operation Center with world-wide capabilities
- Air and ground ambulance providers

The Operation Center is staffed with medically trained, multilingual personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.

**Assist America pays for all of the assistance services it provides.**

# Key Benefits

## Medical Consultation, Evaluation and Referral

Your calls to the Operation Center are evaluated by medical staff and referred to English-speaking doctors and/or hospitals.

## Hospital Admission Guarantee

Assist America guarantees hospital admission outside the United States by validating your health coverage or by advancing funds to the hospital.

## Emergency Medical Evacuation

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate you to the nearest facility capable of providing proper care.

## Critical Care Monitoring

Assist America's medical personnel maintain regular communication with your attending physician and/or hospital and relay information to your family.

## Medical Repatriation

When you still require medical assistance upon being discharged from a hospital, Assist America repatriates you home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

## Prescription Assistance

If you need a replacement prescription while traveling, Assist America helps with filling that prescription.

## Emergency Message Transmission

Assist America receives and transmits emergency messages.

## Emergency Trauma Counseling

Assist America provides initial, telephone-based counseling and referrals to qualified counselors as needed or requested.

## Compassionate Visit

If a member is traveling alone and will be hospitalized for more than seven days, Assist America will provide economy round-trip common carrier transportation to the place of hospitalization for a designated family member or friend.

## Care of Minor Children

Assist America arranges for the care of children left unattended as the result of a medical emergency and pays for the transportation costs involved in such arrangements.

## Legal and Interpreter Referrals

Assist America refers members to interpreters and legal personnel, as necessary.

## Return of Mortal Remains

Assist America renders every possible assistance in the event of a member's death, including arranging and paying for the transportation of remains and procuring required documentation.

Call Assist America if you are 100 miles or more from home and:

- Require medical assistance, medical consultation, or medical evacuation
- Experience local language problems
- Require a hospital admission guarantee

When you call the Assist America Operations Center, please have the following information:

- Your name, telephone number and relationship to patient
- Patient's name, age, gender, reference number and employer
- Description of the patient's condition
- Name, location and telephone number of hospital, if applicable
- Name and telephone number of attending physician
- How to reach the treating doctor immediately

*Be sure to fold this card and carry it in your wallet at all times.*

## Emergency Travel Assistance Services

*Please sign card, remove and carry with you at all times.*

**#01-AA-SUL-100101**
Reference Number

Participant's Name

Social Security Number

Signature

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Princeton, NJ 08540

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Emergency Travel Assistance and Identity Theft Protection are not insurance. Assist America® and SecurAssist® are registered service marks of Assist America, Inc.

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 93P-LH, 98P-ADD, and 01C-LH-PT. In New York, group insurance policies are underwritten by Sun Life Insurance and Annuity Company of New York (New York, NY) under Policy Form Series 93P-LH-NY, 98P-ADD-NY, and 01NYC-LH-PT. Group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Wellesley Hills, MA) in all states under Policy Form Series GP-A and GP-D (or appropriate state edition). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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## Emergency Travel Assistance

As an active employee enrolled in Sun Life's Group Basic Life insurance, you are a member of Assist America and are entitled to its services:

- medical consultation, evaluation, and referral
- hospital admission guarantee
- lost prescription assistance
- legal and interpreter referrals
- emergency medical evacuation
- care and transport of minor children

This is not medical insurance. No claims for reimbursement will be accepted. All services must be arranged and provided by Assist America. Spouse business travel excluded. Optional coverage for trips longer than 90 days available.

## Stopping identity theft before it happens

To proactively protect your credit cards, you can register up to 10 credit or debit cards for Identity Fraud Protection surveillance.

www.securassist.com/sunlife/
Online

18327
Access code

SecurAssist uses sophisticated webcrawling technology to watch underground chat rooms, where thieves sell and trade stolen personal information. If we discover that your information is being sold or traded, we will alert you, often before a crime even occurs.

However, it is impossible to ensure that all chat rooms have been searched for your personal information. Your alerts may not contain or warn you of all of your personal information that may have been compromised.

Sun Life Financial®

# Emergency Travel Assistance and Identity Theft Protection

Services provided by Assist America,® a leader in global emergency services

assist america®

# Two personal services as part of your Group Basic Life insurance from Sun Life Financial

## Emergency Travel Assistance

If you have a medical emergency while you are more than 100 miles away from home, you don't have to face it alone. With one simple phone call, you can be connected to Assist America's staff of medically trained, multilingual professionals who can advise you in a medical emergency, 24x7. You will be immediately connected to:

- pre-qualified, English-speaking doctors, hospitals, pharmacies, and dentists anywhere in the world,
- medical consultation, evaluation, and referral,
- hospital admission guarantee,
- emergency medical evacuation,
- lost prescription assistance, and
- legal and interpreter services and more

You or your family (whether traveling together or separately) can activate Assist America's emergency services with one call to the number on your Assist America ID card, whether you are on vacation or on a business trip (spouse business travel excluded).

## Identity Theft Protection

Identity theft is a serious crime. Each year, millions of Americans have their personal financial information stolen and must spend a significant amount of time and money to restore their records. If you ever become a victim of identity theft, you don't have to face it alone.

You have the support of a powerful Identity Theft Protection program through Assist America's SecurAssist® Identity Protection program. It provides:

- 24x7 telephone support and step-by-step guidance by anti-fraud experts,
- an expert case worker who is assigned to you and will help you notify your credit bureaus and file paperwork to correct your credit reports,
- help canceling stolen cards and reissuing new cards, and
- help notifying police, financial institutions, and government agencies.

You can also help stop identity theft before it happens:

- You can securely register up to 10 credit or debit cards for 24x7 surveillance.
- Registered cards are monitored using sophisticated webcrawling technology that watches underground chat rooms where thieves are selling and trading stolen personal information.
- You receive early warning of potential threats and are notified if your identity has been misused.



For quick reference, remove this card, fold, and keep in your wallet.

## Emergency Travel Assistance

If you or your family member has a medical emergency and are more than 100 miles from home, call or e-mail:

**800-872-1414**
Within the U.S.

**301-656-4152**
Outside the U.S.

**01-AA-SUL-100101**
Membership number

**medservices@assistamerica.com**
E-mail

Employer name

Employee name

## Identity Theft Protection

If you are the victim of financial or medical identity fraud, call:

**877-409-9597**
Call

**01-AA-SUL-100101**
Membership number

Services provided by Assist America's SecurAssist® Identity Protection to active employees enrolled in Sun Life's Group Basic Life insurance.

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