

Travel Assistance Program

The Travel Assistance Program is available 24 hours a day to help protect employees from the unpredictable, whenever they travel 100 miles or more from home for less than 90 consecutive days.

Key services

- Help finding physicians, dentists and medical facilities
- Medical monitoring to determine if care is appropriate
- Transportation to a hospital/treatment facility or return home for treatment when medically necessary^{1,2}
- Arrangement for a dependent child's or spouse's return home when traveling with the insured and when necessary
- Replacement of medication and eyeglasses³
- Emergency message relay to and from friends, relatives and business associates
- Emergency cash
- Assistance locating lost or stolen items
- Legal assistance/bail
- Interpretation/translation services

Additionally, participants can call anytime and from anywhere to get pre-trip information or ask questions.

Who's eligible?

Travel Assistance (provided by Generali Global Assistance⁴) is available to individuals covered by Symetra Group Life Insurance policies.

The individual's spouse and/or dependent children under 26 are also covered under the Travel Assistance Program when they are traveling with the insured individual.

For more information and plan design requirements, contact your Symetra representative.

Accessing services



Employees just pick up the phone—24 hours a day, seven days a week—and call **1-877-823-5807** from North America or **(240) 330-1422** from anywhere else in the world.

¹ The medical team or one of the doctors will make the determination that transport is needed.

² Please note limitations while operating in OFAC-sanctioned countries.

³ Provided service and ancillary expenses are the member's responsibility.

⁴ Generali Global Assistance (GGA) will not evacuate or repatriate you if a GGA-designated physician determines that such transport is not medically advisable or necessary or if the injury or illness can be treated locally. GGA provides the services in all countries. However, GGA may determine that services cannot be provided in certain countries or locales because of situations such as war, natural disaster or political instability. GGA will attempt to assist you consistent with the limitations presented by the prevailing situation in the area. GGA cannot be held responsible for failure to provide, or for delay in providing, services when such failure or delay is caused by conditions beyond its control, including but not limited to flight conditions, labor disturbance and strike, rebellion, riot, civil commotion, war or uprising, nuclear accidents, natural disaster, acts of God, or where rendering service is prohibited by local law or regulations.