GLOBAL EMERGENCY SERVICES

TRANSAMERICA®

assist america®
Innovative Assistance Solutions



CONGRATULATIONS!

Transamerica policyholders have access to a Global Emergency Travel Assistance program and Identity Theft Protection services provided by Assist America.

This travel emergency assistance program immediately connects the member to doctors, hospitals, pharmacies and other services if a member experiences a medical or travel emergency while traveling more than 100 miles away from their permanent residence, or in another country for less than 90 days. Calling Assist America will connect members to:

- A state-of-the-art 24/7 Operations Center
- Experienced assistance professionals
- Worldwide emergency response capabilities

KEY SERVICES

MEDICAL EMERGENCY SERVICES

Medical Consultation, Evaluation & Referral
The Assist America Operations Center is staffed by trained, multilingual assistance personnel who can make immediate recommendations for any emergency situation.

Foreign Hospital Admission Assistance
Assist America fosters prompt hospital admission by validating the member's health insurance or by advancing funds as needed to the hospital.

Emergency Medical Evacuation
If appropriate care is not available, Assist America will safely evacuate the member to the nearest facility capable of providing the required care.

Medical Monitoring
Assist America maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.

Medical Repatriation
When deemed medically necessary, Assist America will provide commercial transportation home or to a specified health facility with a medical or non-medical escort as required.

Prescription Assistance
When a prescription is lost or left behind, Assist America works with the prescribing physician and a local pharmacy to replace the member's medicine.

TRAVEL ASSISTANCE SERVICES

Care of Minor Children
If an injured member has minor children left unattended, Assist America will pay for them to return home to a family member, or will arrange childcare locally or at home.

Compassionate Visit
Assist America will arrange and pay for a loved one to join a member who is traveling alone and is expected to be hospitalized for more than seven days.

Return of Mortal Remains
In the event that a member passes away, Assist America will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.

Other travel assistance services include:

Return of Vehicle

Lost Luggage & Document Assistance

Legal & Interpreter Referrals

Bereavement Reunion

Pet Assistance

Please cut on dotted line to remove card.

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Reference # 01-AA-TLI-10221

If a member requires assistance when traveling 100 miles from your permanent residence, or in another country, call Assist America's Operations Center at:

+1 609 986 1234 (outside USA)

+1 800 872 1414 (inside USA - Toll Free)

Or email: medservices@assistamerica.com

Please provide the following information when you call:

- **Your name, phone number and relationship to the patient**
- **Patient's name and age**
- **The Assist America reference number**
- **Name, location and phone number of hospital or treating doctor if applicable**

Attention: This card is not a medical insurance card. All services must be provided by Assist America. No claims for reimbursement will be accepted. The holder of this card is a member of Assist America and is entitled to its medical and personal services.

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ID THEFT PROTECTION SERVICES

Assist America offers prevention and resolution tools to safeguard your data and restore its integrity if it is used fraudulently. These services include:

24/7 Access to Identity Protection Experts

Members have 24/7 direct emergency access to ID Theft Protection experts who can provide guidance in dealing with identity fraud issues.

Credit Card and Document Registration

Register your details using our secure website to store information from credit cards, banks and other important document in a single, centralized and secured location.

Internet Fraud Monitoring

Upon registration, we use a real-time web-crawling technology to monitor any sign of your registered personal data on suspicious sites. Members will receive automatic warning notifications if it is discovered that your data is being used fraudulently.

24/7 Identity Fraud Support

If you are a victim of identity fraud, a dedicated ID Theft Protection expert will guide you in mitigating the consequences of the fraud. Your caseworker will also notify credit and debit card issuers if your credit or debit card(s) is lost or stolen.

To activate these identity protection services, visit:
www.assistamerica.com

CONDITIONS & EXCLUSIONS

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Travel by a member's spouse when it is for the benefit of the spouse's employer
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing the same level of care

Assist America will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over 28 weeks
- With mental or nervous disorders unless hospitalized

Services will not be provided for the following types of travel:

- Trips exceeding 90 days from legal residence without prior notification to Assist America (separate purchase of Expatriate Coverage is available at www.assistamerica.com/expatriate)

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of Assist America.

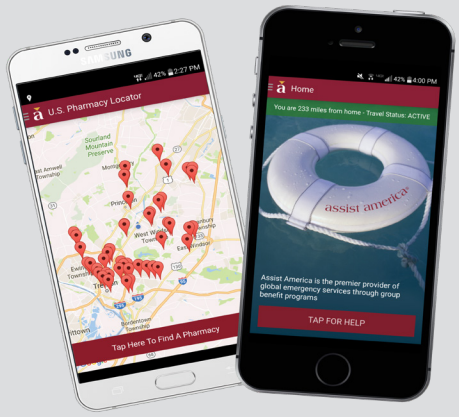
DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the free Assist America Mobile App for iPhone and Android.

The Mobile App's features include:

- **Tap for Help:** One-touch call to our 24/7 Operations Center
- **Voice Over Internet Protocol:** Avoid international phone charges by calling Assist America for free using a Wi-Fi connection
- **Pre-Trip Information:** Access detailed country-specific information to prepare your trip
- **Digital ID Card:** Your Assist America membership card is stored inside the App
- **Travel Alerts:** Receive alerts on urgent global situations that may impact travel
- **Travel Status Indicator:** This feature indicates when you are eligible for services
- **Embassy & U.S. Pharmacy Locator:** Locate the nearest embassy/consulate of 23 countries around the world and the nearest pharmacies in the U.S.
- **Available in 7 Languages:** English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

Complete the set-up process by entering your Assist America reference number: **01-AA-TLI-10221**



Download on the App Store

ANDROID APP ON Google play

DISCLAIMER

Assist America is a third-party service provider for Transamerica Life Insurance Company. Assist America and Transamerica are not affiliated in any way.

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