Global Emergency Assistance
Frequently Asked Questions

TRANSAMERICA®



You're vacationing in the Dominican Republic. On the last day of your trip, you get hurt. Maybe you slip by the pool, you strain your back while windsurfing or get stung by a sea urchin. You don't speak the local language. What do you do?

As a Transamerica policyholder, you can call Assist America, our global emergency assistance service provider who will provide you with all the help you need while you are away from home.

When Should I Contact Assist America?

Contact Assist America for assistance when experiencing a medical or non-medical emergency while traveling more than 100 miles away from home or in another country, for less than 90 days.

Don't hesitate to contact Assist America prior to your trip or go to the Pre-Trip Information platform on the Assist America website (www.assistamerica.com/Pre-Trip-Information) or the Mobile App if you need more information regarding your destination.

How Do I Contact Assist America?

You can contact Assist America's 24/7 Operations Center via:

- **Assist America Mobile App**: Download the app and use the Tap for Help button to connect with the Operations Center.
- **Phone**: 1-800-872-1414 (Toll Free - within the U.S.) or +1-609-986-1234 (outside the U.S.)
- **Email**: medservices@assistamerica.com
- **Text**: +1 609-334-0807

How Do I Set Up The Mobile App?

The Assist America Mobile App is available for free on the Apple App Store and Google Play. Once you have downloaded the app, enter your name and Assist America reference number to activate all the features.

What Information Will I Need to Provide?

When speaking to a coordinator, you will be asked to provide the following information:

- Your name, phone number, and relationship to the member
- The member's name, age, and home address
- Assist America reference number: **01-AA-TLI-10221**
- Description of the emergency and current location
- Name, location and phone number of the local hospital, if applicable

How Much Does It Cost to Get Assistance From Assist America?

Assist America is included with your Group Term Life insurance at no cost to you, and pays for any services they arrange. This alleviates many of the obstacles and expenses that can be caused by medical emergencies away from home. See the Assist America mobile app for details regarding covered services. All services must be arranged by Assist America. No claims for reimbursement of services will be accepted.

What if I plan on traveling for more than 90 consecutive days?

If you plan on traveling for more than 90 days, you can enroll in the Expatriate/Extended Program on the Assist America website at (www.assistamerica.com/expatriate) to ensure coverage for up to a year. Your Transamerica policy must be in force for this extended period as well.

Will Assist America Cover My Medical Bills?

No, **Assist America is not medical or travel insurance.** Medical services rendered is subject to the limitations and parameters of your health plan.

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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