

CHUBB®

Crisis24 Horizon Portal Member's Guide

Chubb Travel Assistance



We're here to help you travel more confidently—wherever your journey may take you.

Our Crisis24 Horizon portal features real-time travel intelligence helping you feel more secure, prepared, and connected.

Chubb Travel Assistance provides you with access to the Crisis24 Horizon travel portal. Crisis24 Horizon is designed to help you assess travel risk, access real-time travel intelligence, and contact our experts in the event of a travel emergency.

In this Member's Guide, we highlight how to make the most of the Crisis24 Horizon portal to help you prepare for your journey abroad.



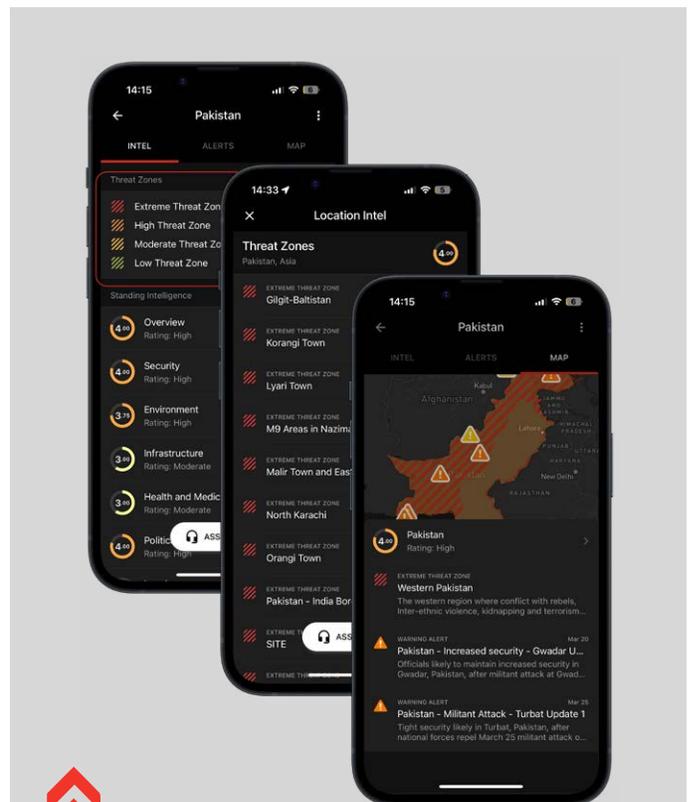
Key Features

- 24/7 Alerts
- Location Intelligence
- Advice
- World Map
- Hotline
- AXA My Trip
- Additional Chubb Resources
- Mobile App



Travel Security - Simplified

1. **Register** for Crisis24 Horizon via the mobile app or desktop site at: <https://crisis24horizon.com>. See page 4 for a step-by-step guide to the registration process.
2. **Prepare for your trip** by reviewing the destination intelligence reports and more.

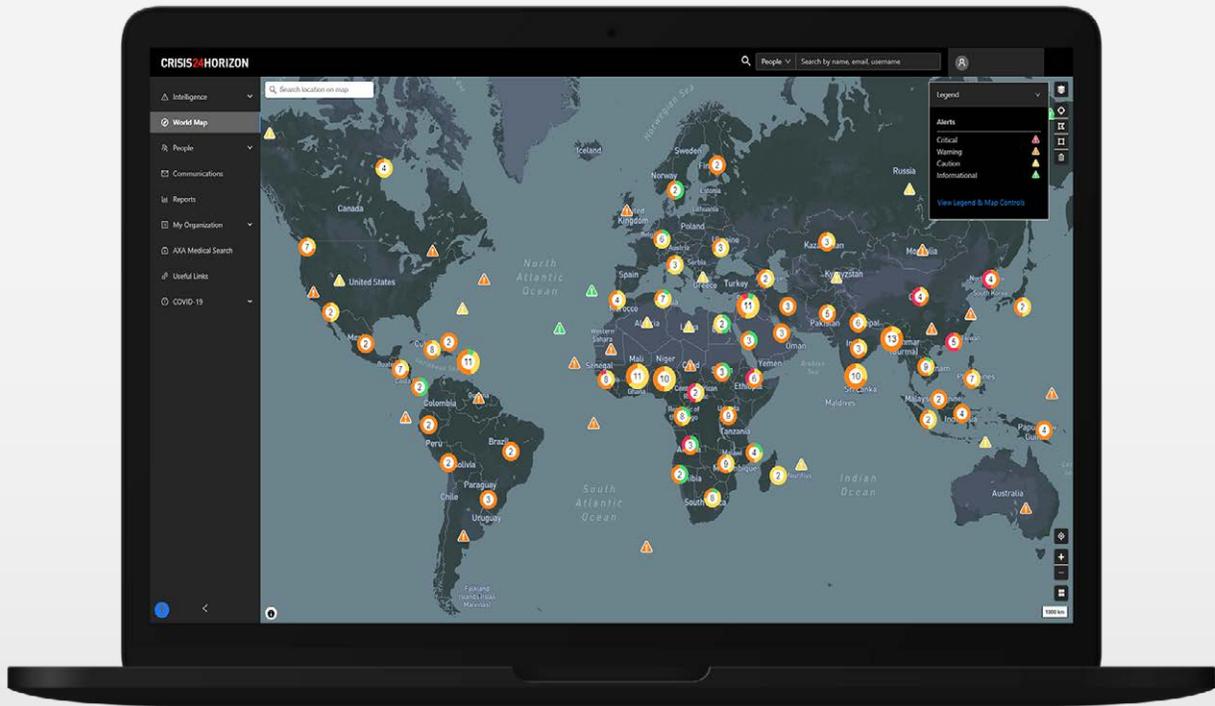


Multi-Language Capability

Crisis24 Horizon is available in multiple languages, including English, German, Spanish, French, Italian, Portuguese, Japanese, and Mandarin.

Download the Mobile App

Download the "Crisis24 Horizon Mobile" app—available for iOS and Android.



Self-Service Tools & Resources

To help you navigate risks while traveling abroad, Crisis24 Horizon provides in-depth travel and security information at your convenience.

24/7 Alerts

Featuring real-time risk alerts on major incidents or imminent threats that could impact security, health, transportation, weather or climate, and more.

Location Intelligence

Provides analysis and travel intelligence including active alerts, risk ratings, and more on a specific country, city, or province.

Advice

Provides resources to help prepare for a vast range of travel issues such as diseases, safety concerns, natural disasters, and more.

World Map

Provides a spatial world view. Search for locations from the search bar or click, drag, and zoom to review travel intelligence.

Hotline

Provides contact information for Chubb Travel Assistance to help you contact our experts in the event of a medical or security emergency.

AXA My Trip Companion

From Crisis24 Horizon, you can link directly to the AXA My Trip Companion medical portal where you can search for local medical providers, connect with medical experts via the MyCare line, or schedule a virtual teleconsultation.

Featured Documents

Additional resources—including **helpful claim tips**—are available on your Home dashboard.



Need more help?

Contact Crisis24's 24/7 Technical Support team: support@crisis24.com

How to Register for Crisis24 Horizon

Step 1. Download App

Download **Crisis24 Horizon® Mobile** using either the QR code below or search "Crisis24 Horizon Mobile" from the Apple App Store, Google Play Store, or ColorOS (Oppo) App Market.

Step 2. Create Account

Once the app has been installed and opened, enter your professional email address and select "Create Account."

Enter your Member ID (CHUBBAXA) provided by Chubb and your first and last name, then tap "Create Account."

Step 3. Account Activation

Navigate to your email inbox and open the activation email from support@crisis24horizon.com. Open the "Click here to activate your account" link.

Can't find your validation email?

Remember to check your SPAM/JUNK folders to recover important emails from Crisis24.

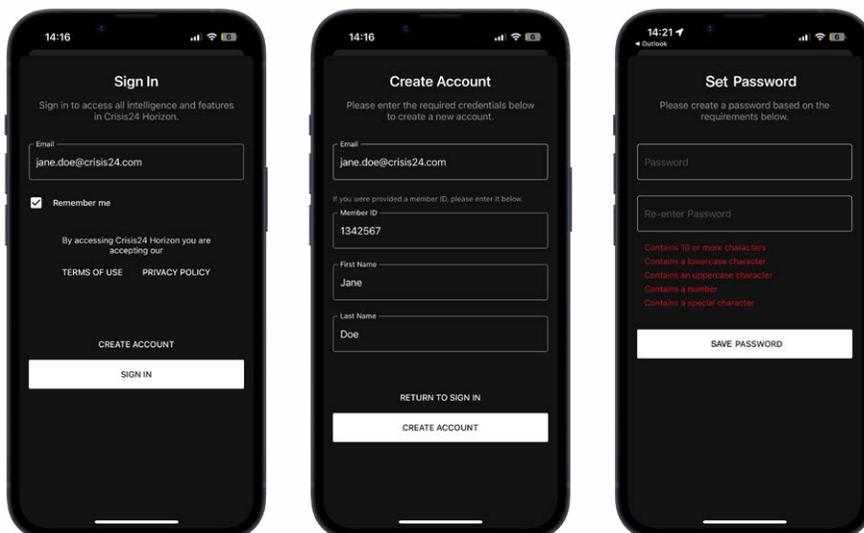


Step 4. Create a Password

That activation link will open the Crisis24 Horizon Mobile app. From there, create and re-type your account password in the respective fields and click "Save Password."

Step 5. Final Account Setup

Once successfully logged in, follow the prompts to complete any additional configuration steps.





24/7 Alerts

Setting Alerts and Subscriptions

Stay up to date on emerging travel security risks by setting custom alerts in the Crisis24 Horizon portal or via the mobile app. Here are helpful steps to follow when setting 24/7 alerts on the desktop site or mobile app:

1. Under **Profile**, click the **Preferences** tab and check out your Alert Notifications. This is where you'll see the alerts to which you're currently subscribed.

Click the **Add Alert Preference** button to set a new alert subscription.

2. Using the Alert Preference form, create your personal set of rules for notifications by:
 - Locations of interest
 - Alert severity
 - Alert categories
 - Duration to receive alerts
3. Alerts will be sent in the language set in your preferences.



Alert Preferences

Locations

Search for a specific country or select multiple locations based on your travel needs.

Alert Category

You can set alerts based on all event categories or select from: Security, Infrastructure, Environment, Health and Medical, Political, Legal, Entry/Exit, Culture, and Financial.

Alert Severity

Set the event severity level(s) for which you'd like to receive alerts: Information, Caution, Warning, and Critical.

Languages

Receive alerts in one of eight or multiple preferred languages, including: English, French, Spanish, German, Italian, Chinese, and Portuguese.

General Information

* Preference Name

* Method of Delivery
 Email (username)

 SMS

Duration
Start date: → End date:

* Severities

* Categories

* Locations

Crisis24 Horizon

Mobile App Guide



The Crisis24 Horizon mobile app provides the latest travel intelligence from the Crisis24 experts at your fingertips. Plus, you can tailor intelligence based on your upcoming travel locations and stay informed of emerging risks—anytime and anywhere.



Key Features

- Subscribe to alerts.
- Receive alerts and threat zone notifications based on your location.
- Review destination intelligence under My Locations.
- Prepare with Advice Sheets.
- Call the Chubb Travel Assistance hotline or access local emergency contacts.



Getting Started

Search for the “Crisis24 Horizon Mobile” app to download from the Apple App store or on Google Play.

Log into the app using the email address and Member ID (see page 4 of this Guide) provided.

Here are some helpful hints to make the most of the Crisis24 Horizon mobile app and its features:

Enable Push Notifications

To receive push notifications for Alerts you’ve set, enable notification settings from your mobile device.

Location Sharing

Enable location sharing when using the Crisis24 Horizon app to receive alerts and threat zone notifications based on your location.





About Chubb Travel Assistance

Chubb partners with globally recognized travel assistance providers to provide the Chubb Travel Assistance program. These travel assistance providers administer emergency medical, travel, and security assistance services when a covered member is traveling 100 miles or more from their primary residence.

Access Travel Assistance Services

Refer to your Chubb Travel Assistance ID card to find your designated Travel Assistance Provider's emergency hotline and contact details.



Crisis24 Horizon Technical Support

Crisis24, a Gardaworld Company
Technical Support

support@crisis24.com
crisis24horizon.com/chubbusa

Travel Assistance Services (TAS) are non-insurance services that are administered by AXA Partners and Crisis24, a GardaWorld Company. Neither of these third-party companies are affiliated with Chubb.

This is only a brief description of the program services available. To the extent these services or any advance payments are not included in the program, covered persons will be responsible for payment. All non-insurance services are arranged and approved by Chubb in conjunction with the Assistance Provider and Claims Administrator of the policy.

Insurance is underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and other related services. For a list of these subsidiaries, please visit our website at **www.chubb.com**.

All products and service offerings may not be available in all states. This communication contains product summaries only. Coverage and services are subject to the language of the policy as actually issued. ©2025 Chubb. (Rev. 1/2025)

Chubb. Insured.SM