

## Membership Card **Global Assistance Program**

Your School recognizes the risks students and faculty may face while traveling or living abroad. Through your Student Insurance Plan, you have On Call Global Assistance services to ensure you have access to immediate high quality support in the event of an emergency when you are away from home.

As a participant in this program, you have access to the services listed on following page when you are on a school related trip or assignment. Services range from telephone advice when you just need information or are not sure what to do, referrals to vetted providers to full-scale evacuations. On Call operates 24 hours a day, 365 days a year from its Global Response Center in Salem, New Hampshire. On Call is a core partner in a network of 56 assistance providers based worldwide but you will only need to communicate with the US based Global Response Center - all the coordination with internationally based Response Centers is done for you behind the scenes so you don't have to worry about unfamiliar cultures and customs.

In the event of an emergency, you can contact On Call's 24-hour Global Response Center using the phone number on attached membership card to get immediate advice and assistance. On Call accepts all collect calls. One phone call connects you with a team of multilingual specialists for immediate help in an emergency, no matter how large or small.

On Call wishes you safe and healthy travels!



Access to the following services is included in On Call memberships. Certain services have an insured benefit amount associated with them and some may have 3<sup>rd</sup> party costs that are not insured, these are marked with an asterisk (\*) and On Call will request a credit card authorization from Member or Member's family in order to provide the service requested.

This document does not provide full program details; Terms, Conditions and Exclusions apply to all services and benefits. For full program details, refer to the Program Description on the Gallagher Koster website: <a href="https://www.gallagherkoster.com/students/">https://www.gallagherkoster.com/students/</a>

## MEDICAL ASSISTANCE - When over 100 miles from home

- Arrangement and Payment of Medical Transportation, up to \$250,000 Combined Service Limit, includes:
  - Emergency Medical Evacuation and Medically Supervised Repatriation
  - Visit of a Family Member or Friend if hospitalized for five (5) or more days, up to \$2,500
  - Return of Dependent Children if left unattended due to hospitalization or medical transportation, up to \$2,500
  - Repatriation of Deceased Remains up to \$50,000
- Pre-Trip Advice
- Medical Monitoring
- 24 Hour Nurse Help Line
- Medical, Dental, Ophthalmic, and Pharmacy Referrals
- Medical Expense Guarantee\*
- Dispatch of Medicine/Eye Glasses/Dental Prosthetics\*

## TRAVEL ASSISTANCE – When over 100 miles from home

- 24/7 Emergency Travel Assistance
- Translation and Interpreter Referrals
- Emergency Cash Advance Assistance\*
- Replacement of Lost Traveling Documents Assistance
- Emergency Message Forwarding Assistance
- Lost Luggage Assistance
- Legal Referral

## SECURITY ASSISTANCE – When outside the US and your Home Country (if not the US)

- Arrangement and Payment of Security Evacuation and/or Repatriation, up to \$100,000 per event:
  - Emergency Political Evacuation
  - Natural Disaster Evacuation
  - Extraction from point of strife
  - Lodging in Safe Have up to 3 days, max \$100/day, repatriation to home or alternate work destination up to \$5,000 Combined Service Limit
- Security Advice and Assistance