

SUPPORT SERVICES FOR SAFE TRAVEL

WHAT DO I DO FIRST?

In the event of a life-threatening emergency, call the local emergency authorities first to receive immediate assistance, and then contact International Medical Group (IMG).

INTERNATIONAL MEDICAL GROUP (IMG) CONTACT INFORMATION

Policyholder Name:

Policy Plan #:

Policy Effective Date:

U.S. and Canada: **866-311-1559** (toll-free)

Outside U.S.: **240-330-1359** (collect call)

assist@imglobal.com

> EMERGENCIES CAN HAPPEN, BUT HELP IS NOW ONLY A PHONE CALL AWAY

While traveling on a trip covered under an Accident & Health policy from The Hartford, you can now feel confident that you're in safe hands. We partner with International Medical Group (IMG), a leading global assistance provider, to give you 24/7 access to medical and travel assistance services anywhere in the world.

Since 1990, IMG has offered travel assistance services and a global network of medical providers to millions of people in nearly every country around the world.

Working across time zones and in different languages, IMG's commitment to "Being There" provides end-to-end coordinated care – so you can feel secure while traveling.

If you're insured with The Hartford and need help while traveling, IMG is available for timely assistance from anywhere in the world.

 (Snap a photo with a mobile device to capture information above.)

> TRAVEL INTELLIGENCE APP

As part of your insurance solution with The Hartford, you can access *TravelKit*, the IMG Travel Intelligence app. Travelers will have unlimited access to information about medical, travel and security risks wherever they are in the world.

IMG Travel Intelligence provides 24/7 support and allows you to:

- Stay up-to-date on global developments with timely alerts about security and travel-related incidents nearby
- Access detailed country and city intelligence, including risk ratings, travel advisories, political and security concerns, travel logistics, cultural norms, weather threats and location-specific health intelligence
- Receive immediate assistance in the event of a crisis via the in-app emergency hotline
- Stay informed of travel disruptions, including airline delays and cancellations
- Access pre-trip checklists, including reminders to prepare and store travel documents pertaining to the destination
- Locate hospitals, police stations and other safe haven information, as well as local emergency phone numbers

> DOWNLOAD AND REGISTER FOR THE TRAVEL INTELLIGENCE APP

- Before your next trip, search and download *TravelKit* in your mobile app store
- Register with code **HIGBTA**



> TELEMEDICINE

Access the care you need while traveling internationally through Teladoc, IMG's virtual telemedicine platform. You can engage with a qualified physician to address non-emergency situations from the comfort of your hotel room.

Using a video-enabled platform, medical professionals can provide live guidance and advice around your medical concern.

To schedule a telemedicine visit, call IMG and a representative will assist you with registration and scheduling.

Visit [TheHartford.com/accidentlines](https://www.TheHartford.com/accidentlines)



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The Hartford provides certain fully insured benefits that are administered by International Medical Group (IMG). IMG may also provide additional services at the request of the employee which are not insurance and IMG may charge a fee for these services. The Hartford is not responsible and assumes no liability for the additional services provided by agreement between the member and IMG. Services may vary and may not be available in all states.

Please note: In the event of a medical emergency, you should immediately seek medical care. This is only a summary and does not supersede in any way the Certificate of Insurance and governing policy documents (together the "Insurance Contract"). The Insurance Contract is the only source of the actual benefits provided. Services are not available to the extent they would expose IMG or The Hartford to any sanction, prohibition or restriction under U.N. resolutions or the trade or economic sanctions, laws or regulations of the E.U., U.K., or U.S.A.