

About Assist America

Assist America, formed in 1990, is the nation's largest provider of emergency travel assistance services through employee benefit plans. Although best known for intervening in medical emergencies in foreign countries, its programs are designed to respond when any covered employee becomes ill or injured while traveling just 100 miles or more away from home.

Access to Assist America's Services

Next time you or your family members are traveling and need emergency assistance, remember to use the phone number on the back of your Assist America ID card. Be sure to carry the card with you at all times. One simple phone call puts you in touch with Assist America's highly-trained staff who will ensure your call is handled promptly, and will even coordinate with your medical benefit plan.

All services must be provided and arranged by Assist America. No claims for reimbursement will be accepted.



Sun Life Assurance Company of Canada
One Sun Life Executive Park
Wellesley Hills, Massachusetts 02481
www.sunlife-usa.com

EMERGENCY
TRAVEL
ASSISTANCE
SERVICES



assist america



Emergency
Travel Assistance Services

If you require Emergency Travel Assistance and are more than 100 miles from home, call or email the Assist America Operation Center at:

800-872-1414

Within the United States

301-656-4152

Outside the United States

email: medservices@assistamerica.com

- The holder of this card is a member of Assist America and is entitled to its medical and personal services.
- El portador de esta tarjeta es miembro de Assist America y tiene derecho a los servicios personales y de asistencia médica de Assist America.
- Le titulaire de cette carte est membre d'Assist America a droit a l'assistance médical et aux services personnels d'Assist America.

Attention: This is not a medical insurance card. No claims for reimbursement will be accepted. All services provided by Assist America. Assist America excludes coverage for spouse business travel.

assist america

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This brochure provides a general description of emergency travel assistance services provided by Assist America.

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Live Life to the Fullest.



Emergency Travel Assistance

Sun Life Assurance Company of Canada is pleased to offer you Emergency Travel Assistance services provided by Assist America. You now have access to a unique emergency medical and personal assistance program while traveling, 24 hours a day, 365 days a year. This service is available to you as a full-time, active employee through your enrollment in Sun Life Assurance Company of Canada's Basic Group Life insurance program.

Eligible participants have immediate access to doctors, hospitals, pharmacies and certain other services when faced with a medical-related emergency while traveling internationally or domestically more than 100 miles away from home.

The Assist America Advantage

You and your family (whether traveling together or separately) now have access to Assist America's emergency medical and personal travel assistance services. One simple phone call to the number on your Assist America ID card will connect you to:

- A global network of pre-qualified medical providers
- A state-of-the-art Operation Center with worldwide capabilities
- Air and ground ambulance providers

The Operation Center is staffed with trained multilingual personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.

Assist America pays for all of the assistance services it provides.

Key Benefits

Medical Consultation and Evaluation

Your call to the Operation Center is evaluated by its medical staff and referred to English-speaking doctors and/or hospitals.

Hospital Admission Guarantee

Assist America will guarantee hospital admission for you or your dependent if you are outside the United States by validating your health coverage. (On rare occasions, funds may need to be advanced: if so, they need not be repaid until your claim is settled.)

Emergency Evacuation

Whenever adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate you or your family member to the nearest facility capable of providing proper care.

Critical Care Monitoring

Assist America's team of doctors, nurses and other medically-trained personnel will stay in regular communication with the attending physician and/or hospital and relay information to your family and employer.

Medically Supervised Repatriation

If you or your dependent requires assistance returning home after hospitalization, Assist America will repatriate you, with an escort if medically necessary.

Prescription Assistance

Should a member require prescription medication, Assist America will assist the member in filling that prescription.

Emergency Message Transmission

Assist America will receive and transmit emergency messages.

Emergency Trauma Counseling

Assist America will provide emergency phone consultation and referrals if you or your dependent experience emotional trauma while traveling.

Transportation to Join Patient

If you are traveling alone and will be hospitalized for more than seven days, Assist America will provide economy round-trip common carrier transportation to the place of hospitalization for a designated family member or friend.

Care for Minor Children

If a minor child is left unattended as a result of the accident or illness, Assist America will provide one-way economy transportation back home, with an escort if required.

Legal and Interpreter Referrals

Assist America will refer you to an interpreter or legal personnel, as necessary.

Return Mortal Remains

In case of death, Assist America will transport and offer every reasonable assistance in legal formalities for the return of mortal remains.

Call Assist America when:

- You are 100 miles or more away from home and require medical assistance
- Medical consultation is needed
- Medical evacuation may be necessary
- You experience local language problems
- You require a hospital admission guarantee

When you call the Assist America Operation Center, please have the following information:

- Your name, telephone number and (if possible) fax number and your relationship to patient
- Patient's name, age, sex and reference number
- A description of the patient's condition
- Name, location and telephone number of hospital, if applicable
- Name and telephone number of treating doctor
- Where the doctor can be reached now

Be sure to fold this card and carry it in your wallet at all times.

Emergency Travel Assistance Services

Please sign card, remove and carry with you at all times.

#01-AA-SUL-100101

Reference Number

Participant's Name

Social Security Number

Signature