Additional protection when you travel

Emergencies can happen while traveling, but help is only a phone call away

New York Life Group Benefit Solutions (NYL GBS) Secure Travel offers emergency travel assistance, emergency medical transportation and pre-trip planning information and resources (see your plan for details). Service is a phone call away, 24/7/365.

Emergency assistance*

- Emergency evacuation and repatriation, when medically necessary; arrange and cover the cost of transportation to the nearest adequate medical facility***
- Travel arrangements for the return of a travel companion or children under age 18 who are left unattended due to the covered person's medical emergency
- Cover round-trip transportation as well as accommodations, for a family member or friend to visit a covered person who is hospitalized
- Arrange and cover the costs associated with returning a deceased covered person's remains to his or her place of residence for burial
- Assistance with making emergency travel arrangements**

Traveling assistance

- 24-hour multilingual assistance and referral to interpretation and translation services
- Referrals to physicians, dentists, medical facilities and legal assistance providers
- Arrangements for payment of medical expenses up to $10,000 if required prior to treatment**
- Assistance with lost or stolen items, including luggage and prescription replacement services**
- Emergency cash advances, up to $1,500**

Pre-trip planning

- Immunization requirements
- Visa and passport requirements
- Embassy/consular referrals

NYL GBS Secure Travel

From anywhere globally, call +1 (347) 708-1824

Emergency services must be coordinated through Crisis24. Services coordinated outside of this program may not be eligible for payment.

Employer name: Vanderbilt University

Policy #: OK980564

To learn more,
call +1 (347) 708-1824

NEW YORK LIFE GROUP BENEFIT SOLUTIONS

* Emergency Assistance services may be insured under a group or blanket insurance policy issued by Life Insurance Company of North America. All other NYL GBS Secure Travel services are NOT insurance and do not provide reimbursement of expenses or financial losses. Expenses for medical care are not covered.

** Covered person is responsible for any advances, payments, travel-related or replacement costs and must provide confirmation of reimbursement. Credit card(s)used to guarantee reimbursement must have sufficient available limit to cover the amount of the advance.

*** Initial transport by ambulance following a covered medical emergency is excluded.

NYL GBS Secure Travel is provided under a contract with Garda World Security Corporation and their subsidiary, Crisis24, Inc. (collectively, "Crisis24"). Neither Crisis24 nor New York Life Group Benefit Solutions guarantees the quality of any medical services provider or medical facility. The final selection of a local medical provider or facility is the covered person's right and responsibility. The medical professionals or attorneys suggested or designated by Crisis24 are solely responsible for their services. They are not employees or agents of Crisis24 or New York Life Group Benefit Solutions. Emergency evacuation and repatriation benefits are insured by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company. (Policy Forms: GA-00-1000 et al.; BA-01-1000 et al.) Medical evacuation and repatriation services must be arranged by Crisis24 and customers must call Crisis24 to access the benefits and services of the program. All other services are provided by Crisis24 and are subject to the terms of the service agreement. Presented here are highlights of the NYL GBS Secure Travel program. See the plan documents for details.

Crisis 24 is not affiliated with New York Life Insurance Company.

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New York Life Insurance Company

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