

# SUPPORT SERVICES FOR SAFE TRAVEL.



## WHAT DO I DO FIRST?

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


## WHAT TO HAVE READY

- Your employer's name
- Phone number where you can be reached



U.S. and Canada: **866-311-1559 (toll-free)**  
Outside the U.S.: **240-330-1359 (collect call)**

Email: [assist@imglobal.com](mailto:assist@imglobal.com)

 To have this information available for immediate access, keep in your wallet, store a photo on your mobile device or download the IMG® mobile app.

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

While traveling on a trip covered under an Accident and Health<sup>1</sup> policy from The Hartford, you can feel confident that you're in safe hands should the unfortunate occur. We partner with International Medical Group (IMG®), a leading global assistance provider, to give you 24/7 access to medical and travel assistance services wherever your trip takes you.

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, their commitment to "being there" provides end-to-end coordinated care – so you can feel secure while traveling.

## 24/7 ASSISTANCE SERVICES<sup>2</sup>

### Travel Medical Assistance

- Medical and dental referrals
- Medical case monitoring
- Emergency prescription replacement assistance
- Replacement of medical devices and corrective lenses
- Emergency medical payment coordination assistance

## Travel Assistance<sup>2</sup>

- Lost luggage assistance
- Lost document assistance
- Legal/bail bond referrals
- Emergency cash assistance
- Embassy and consulate information

## Travel Intelligence App

The IMG® mobile app provides 24/7 support and includes:

- Timely alerts about security and travel-related incidents nearby
- Detailed country and city intelligence
- In-app emergency hotline
- Assistance locating hospitals, police stations and other safe havens



### Download and Register

- Before your next trip, search for “IMG Mobile” in the App Store<sup>SM</sup> or Google Play<sup>TM</sup> Store and download the app<sup>3</sup>
- Register with code **HIGBTA**

For more information, contact IMG® at **866-311-1559** (U.S. and Canada), 240-330-1359 (outside the U.S.) or email [assist@imglobal.com](mailto:assist@imglobal.com).

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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. Visit [www.TheHartford.com/employee-benefits/value-added-services](http://www.TheHartford.com/employee-benefits/value-added-services) for more information.

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.

Blanket Accident Form Series includes BTA-1000, BTA-1300, BSR-1000, BSR-1200, BSR-1300, BSR-1500 or state equivalent.

<sup>1</sup> The Hartford's Accident and Health Insurance products are Business Travel Accident and Participant Accident.

<sup>2</sup> Identity Theft Support Services are not available in New York.

<sup>3</sup> App Store<sup>SM</sup> is a service mark of Apple Inc. Google Play<sup>TM</sup> Store is a trademark of Google LLC. Access to the IMG® mobile app is provided as part of your insurance solution with The Hartford.

## Identity Theft Support Services for U.S.-based Employees<sup>2</sup>

- Assistance notifying all three major credit agencies and placing an alert on your records
- Credit information review assistance
- Identity theft affidavit assistance
- Assistance replacing credit, debit and membership cards
- Help communicating with the local police to file a report of an identity theft incident

## Telemedicine for U.S.-based Employees

- Access the care you need while traveling internationally through IMG® 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



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Travel Assistance and Identity Theft Support Services are provided by International Medical Group (IMG®). IMG® is not affiliated with The Hartford. None of the services provided by IMG® as a part of the Travel Assistance and Identity Theft Support services are insurance. Identity Theft Support Services are not available in New York.

This card is not proof of insurance.

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 Please cut here and keep in your wallet.