



PACIFIC
GUARDIAN
LIFE

Travel Assistance Program

24/7 travel and medical assistance

With one simple phone call, you will be connected to multilingual assistance coordinators and medical professionals to assist you when away from home.

Whether it's needing a referral for a doctor or arranging a medical air evacuation, you have immediate access to a broad range of travel assistance services.

Contact us

24 hours, 7 days a week

If you have questions about the services or require assistance, contact us:

Within the U.S.

1-877-368-7369 (toll-free)

From anywhere in the world

+1-312-935-9231 (collect)

medassist-usa@axa-assistance.us



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From anywhere in the world

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Call AXA Assistance if you require:

- Medical and dental referrals
- Medical evacuation or repatriation
- Hospital admission and critical care monitoring
- Dispatch of prescription medication
- Lost document and luggage assistance
- Emergency cash and bail assistance
- General travel information
- Identity theft assistance

THIS IS NOT A MEDICAL INSURANCE CARD.
ALL SERVICES MUST BE AUTHORIZED AND PROVIDED BY AXA ASSISTANCE USA, INC.
NO REIMBURSEMENTS WILL BE ACCEPTED



Just a phone call away,
assistance services can be accessed worldwide
24 hours a day, 7 days a week, 365 days a year

Medical assistance

- Medical and dental referrals
- Emergency medical evacuation
- Medical repatriation
- Visit of a family member or friend
- Return of traveling companion or dependent children
- Return of mortal remains
- Coordination of hospital expenses & admission
- Critical care monitoring
- Dispatch of prescription medication
- Dispatch of physician
- Vaccination recommendations

Travel assistance

- Pre-trip and cultural information
- Lost document and luggage assistance
- Emergency cash/bail assistance
- Emergency message transmission
- Telephone interpretation
- Legal referrals
- Identity theft assistance

Your dedicated travel portal, Travel Eye

Travel Eye offers useful intelligence designed to provide necessary knowledge throughout the life cycle of your trip. You have access to most accurate, real-time information on global events, security & medical risks per country, access to AXA's global medical network.



Register by visiting

https://accounts.travel-eye-axa.com/en/registration/pacific_guard

24/7 virtual medical care while abroad

DOCTOR PLEASE! enables you to book a video appointment or request a phone call with a healthcare professional at any time of day or night for minor ailments and conditions, treatment options, assistance with prescription refills and provider referrals, when needed.



Contact AXA for more information

+1-312-935-9231

Emergency medical evacuation and repatriation and return of mortal remains include the arrangement and payment for any reasonable and customary charges determined by AXA Assistance USA, Inc. All additional costs would be the responsibility of the member. Services will be provided as permitted under applicable law. Services must be authorized and arranged by AXA Assistance USA, Inc. designated personnel to be eligible for this program. No reimbursements for out-of-pocket expenses will be accepted.

Assistance Services are not available for any sickness, loss or injury that is caused by, or results from: Traveling within 100 miles from your residence or more than 120 days; Normal childbirth, normal pregnancy (except complications of pregnancy) or voluntary induced abortion; Mental or nervous conditions, unless hospitalized; Traveling against the advice of a medical professional; Traveling for medical treatment; Travel to a destination country that is at a Level 4 Travel Advisory by the U.S. State Department.

This program and its services, or any portion thereof, may be amended, modified, updated, discontinued or replaced at any time.

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