

Travel Assistance

What if I am hospitalized and I need a family member present?

AXA Assistance will arrange for airfare to the place of hospitalization for an immediate family member chosen by you.

What if children are traveling with me and I become sick or injured?

If dependent children are left unattended, AXA Assistance will make arrangements to return them to their place of residence.

What other travel assistance is available?

AXA Assistance will provide help in replacing tickets, identification papers or other official documents in the event of loss, theft or interrupted trip.

AXA Assistance can also provide you with pre-trip information such as information on passports, visas, required vaccinations and any restrictions that apply to each country the person is visiting.

We can also help in finding lost or stolen luggage.

Further Information

If you require additional information regarding the AXA Assistance Program please contact your Human Resources Department.

Note: The use of this document is subject to the terms and conditions of the master policy.

AXA Profile

Live, grow, succeed.... with AXA by your side!

Present throughout Canada, AXA supports its clients—individuals as well as businesses—at every stage of their lives by delivering, through its financial security advisors and benefit consultants network, solutions adapted to their needs.

Our expertise and broad range of Life and Property/Casualty Insurance products and Financial Services protect our clients, help them build their wealth and enable them to look forward to the future with peace of mind.

That is how we at AXA see our business: **Financial Protection.**

Our promise: to ensure each of our clients can always "Be Life Confident."



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www.axa.ca

AXA Assistance Telephone Line

1-866-783-9473

(Toll free calls from USA and Canada)

1-514-285-8195

(Collect calls via operator from outside USA and Canada)

291129A (11/2006)

2020 University Street, Montreal, Quebec, H3A 2A5



**AXA ASSISTANCE
PROGRAM**
For Individuals Traveling Out
Canada or Visitors Coming to

AXA ASSISTANCE PROGRAM

For Individuals Traveling Outside Canada or Visitors Coming to Canada

Medical Assistance

What is the role of AXA Assistance?

AXA Assistance provides traveling employees and visitors to Canada worldwide emergency assistance services 24 hours a day, 7 days a week.

How can AXA Assistance help?

One phone call connects you to a network of multilingual specialists who will assist you with medical, personal and travel related problems when away from home.

How does it work?

Call AXA Assistance at one of the numbers listed on the membership card. Please carry your membership card with you at all times.

What if I need a doctor?

Call AXA Assistance and we will refer you to a doctor. If you are experiencing a medical emergency, access local medical care immediately, then contact AXA Assistance.

What if my prescription medication is lost?

If you need to replace lost, stolen or depleted medication, contact AXA Assistance and whenever permissible by local law, AXA Assistance will send you the needed medication at your expense.

What if I am hospitalized?

Call AXA Assistance and they will evaluate the care you are receiving and determine what actions should be taken to ensure your safe and speedy recovery. AXA Assistance will monitor your care and evaluate the adequacy of treatment and medication being given.

AXA Assistance will also keep your family and/or employer informed of your progress.

What if local medical facilities are not adequate?

If you are hospitalized in an area where adequate medical facilities are not available, AXA Assistance will provide medical evacuation to the nearest facility capable of providing the required care or, if authorized by the attending physician, back to Canada or the country of origin.

What happens if I am released from the hospital and still need help?

When your condition is stabilized, and AXA Assistance determines it is medically advisable to bring you home or to a facility near your permanent residence, AXA Assistance will arrange the repatriation under medical supervision.

What happens in the event of death?

AXA Assistance will obtain clearances and arrange transportation for the return of mortal remains.

Personal Assistance

What if I am unable to contact my family or employer?

AXA Assistance will receive and transmit emergency messages between you and your family and/or employer.

What if my wallet is stolen and I need to replace documents?

AXA Assistance will assist you if you lose important travel documents while traveling i.e. passport, credit cards.

What if I need to contact the embassy or consulate?

AXA Assistance will provide you with contact information for embassies and consulates worldwide.

What if I need a lawyer while outside the country?

AXA Assistance will arrange for an initial legal consultation if a member experiences a civil or criminal problem in a foreign country.

What if I don't speak the language?

AXA Assistance will provide emergency telephone translation services as well as referrals to interpreter services.

Will AXA Assistance pay my medical bills?

The AXA Assistance card is not a credit card for payment of services. Your medical insurance provider should reimburse your medical bills such as hospital expenses and doctor's visits.

