

# INTERNATIONAL MEDICAL GROUP® TRAVEL ASSISTANCE SERVICES



Since 1990, IMG has provided global benefits and assistance services to millions of customers worldwide. We're committed to being there with our customers wherever they may be in the world, delivering superior support and assistance in times of need. With 24/7 medical and security management services, multilingual staff, claims administrators, and highly trained customer service professionals, IMG is confident in its ability to provide the solutions you need.

IMG combines a personalized, empathetic approach with experience delivering highly customized assistance services that help employers meet duty of care requirements, IMG's services and obligations are backed by Sirius, an "A" rated \$2+ billion-dollar industry leader.

IMG has extensive experience coordinating and managing complex, dangerous, and remote medical transport and assistance. Our team of international, multilingual specialists are accustomed to working in multiple time zones and with multiple languages and currencies. Our global reach means we can work without barriers.

In a medical emergency, IMG coordinates and provides for Emergency Medical Transport Services that have a proven track record of helping customers get the care they need. IMG also helps contain program costs and coordinates communications across borders and constituents every step of the way home.



## EMERGENCY MEDICAL TRANSPORT SERVICES

Dispatch of a Physician	Repatriation of Remains
Emergency Medical Evacuation	Return of Travel Companion
\$25,000 Emergency hospitalization*	Vehicle Return Services
Medical Repatriation	Visit of a Family Member or Friend
Return of Dependent Children	

*\*Only available when traveling outside your home country and the USA and can only be used in conjunction with an eligible medical evacuation*



## MEDICAL ASSISTANCE SERVICES

Convalescence Arrangements/Emergency Travel Arrangements	Medical & Dental Referrals
Outpatient & Inpatient Care	Prescription Transfer & Shipping
Interpretation Services	Telemedicine
Medical Monitoring	Replacement of Medical Devices



## TRAVEL ASSISTANCE SERVICES

Emergency cash transfer	Lost Luggage and/or Document Assistance
Consulate and Embassy Location	Pet Housing and Return
ID Theft Assistance	Pre-Trip Informational Services
Legal referrals	Urgent Message Relay



## SECURITY ASSISTANCE SERVICES

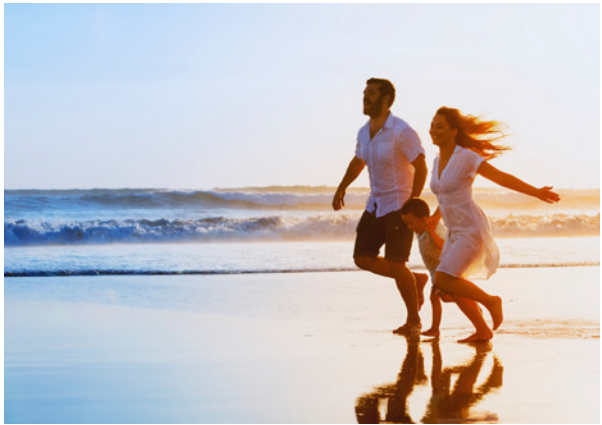
Emergency Political evacuation/repatriation	Natural Disaster Evacuation
Location Intelligence App	

This document is for informational purposes only and describes IMG's general capabilities and a broad overview of the services it offers. The actual services and payments that IMG arranges or provides for you will be determined by your services contract. This document is not a promise, a contract or a contract offer, but an invitation for you to make an offer.

## ADDITIONAL ENHANCEMENTS AND HIGHLIGHTS



- Identity Theft Assistance is now included automatically
- Security assistance services are now included automatically with enrollment (including political and natural disaster evacuation)
- The trip limit is increasing from 120 to 180 days
- Telemedicine is now included automatically. This service allows travelers access to a medical doctor 24/7 through a videoconferencing app.
- Better traveler app with enhanced functionality and user experience
- Greater flexibility to customize offers for specific customers with unique needs (trip limits, covered maximums, integration with travel management software, out of country medical coverage, etc.)
- Hospital Guarantee of Payment up to \$25,000 (with Evacuation Service)



## SERVICE *Without Obstacles*

IMG Assistance Services can be accessed 24/7/365 via the following:

**Phone:** 317.927.6828, 855.847.2194

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

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