



Travel assistance through **Travel Guard®**

Make the most of your student health insurance plan through travel assistance with Travel Guard, a Wellfleet Student partner. You have access to all of Travel Guard's services through your Wellfleet health plan.

Using your travel benefits

How to contact Travel Guard

Phone: (715) 295-9311

Email: assistance@aig.com

Outside the United States and Canada:

- Request an international operator
- Ask the operator to place a collect call to the United States at (715) 295-9311

When to contact Travel Guard

If you are traveling 100 or more miles from home, contact Travel Guard in these situations:

- If you require medical assistance or have a medical emergency
- If you require medical evacuation or repatriation
- If you need assistance with a non-medical situation, such as lost luggage, lost documents, legal help, etc.

Information you'll need to provide

You will need to give Travel Guard the following information when you call:

- Group number or policy number
- Nature of your call and/or emergency
- Your contact information at your current location in case Travel Guard needs to call you back

Types of services Travel Guard provides

Medical assistance

- Medical evacuation coordination
- Medical/dental/vision referrals and assistance with appointments when medical attention is required
- Return travel arrangement
- Emergency prescription replacement
- Assistance with sending a doctor or specialist to you
- Inpatient and out-patient medical case management
- Arrangement of visitors to hospital bedside
- Eyeglasses and corrective lens replacement assistance

Emergency travel assistance

- Travel expertise for solving last-minute travel problems and/or emergencies
- Flight rebooking assistance
- Hotel rebooking assistance
- Rental vehicle booking assistance
- Emergency return travel arrangement
- Missed connections coordination

Worldwide travel assistance

- Lost baggage search and luggage replacement assistance
- Lost or stolen document assistance
- Immunization, visa, and passport information
- Emergency language interpretation and translation services
- Urgent message relay to family, friends, or university associates
- Foreign exchange, ATM, and weather information
- Guidance on local medical advisories, epidemics, required immunizations
- Legal referrals/bail bond assistance

Personal security assistance

- Arrange emergency and security evacuations
- Coordinate consultants to return clients to safety
- 24/7 access to security specialists who can provide safety and security information and advisories
- Provide immediate security support over the phone



Ready to learn more?

Visit wellfleetstudent.com to learn more,
or contact Travel Guard at **(715) 295-9311** to access your travel benefits.



AIG Travel provides assistance through coordination, negotiation, and consultation using an extensive network of worldwide providers. Expenses for goods and services provided by third parties are the responsibility of the Member. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multi-lingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at www.aig.com/travel or www.travelguard.com.

Wellfleet is the marketing name used to refer to the insurance and administrative operations of Wellfleet Insurance Company, Wellfleet New York Insurance Company, and Wellfleet Group, LLC. All insurance products are administered or managed by Wellfleet Group, LLC. Product availability is based upon business and/or regulatory approval and may differ among companies.

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