

You’re protected, 24/7

To complement your MetLife insurance coverage, you have access to Travel Assistance¹ services, a unique program where you and covered family members* can contact AXA representatives to administer emergency medical, travel and personal assistance services on your behalf wherever you are in the world.

Professional help, just a phone call away

Everyone wants a stress-free trip, but unforeseen events can happen. The good news is that AXA representatives are there by your side. If there’s an emergency while traveling internationally or domestically,² with one simple phone call you can access:

- Over 600,000 pre-qualified providers worldwide
- Air and ground ambulance service
- Trained multilingual professionals who can advise and help you quickly in a travel emergency

Emergency benefits

Emergency medical evacuation and transportation services

If medical facilities aren’t available locally, the program will provide the transportation, equipment and people needed to get you and your covered family members to the nearest medical facility for treatment or back home, if medically necessary.

Return of remains

If you or a covered family member passes away while traveling, AXA will transport the remains back home and cover the associated costs. In addition, in the event of a member’s death when traveling alone, AXA will provide an economy class round-trip ticket for one family member to accompany their remains from the location of their death to the receiving funeral home. Service includes meals and accommodations.

Political and natural disaster evacuation

AXA can provide transportation services when the country where eligible participants are located needs to be evacuated based on a determination of the US government. In addition, in the event of a natural disaster situation, AXA can coordinate and arrange for the evacuation of eligible participants from a safe departure point to a safe haven.

Transportation to join a patient

If you or a covered family member are hospitalized while traveling internationally, the program will pay for a designated family member or personal friend to be taken to the hospital so they can be by your side.

*You and Covered Family Members means an enrolled employee and their eligible dependents as defined under the group insurance contract issued by MetLife.

Transportation for minor children

The priority is making sure they’re safe and secure. AXA will pay for supervised transportation of eligible children back home, if necessary.

Dispatch of Physician

If the local attending legally qualified physician and AXA cannot adequately assess the member’s need for medical evacuation and transportation, AXA will coordinate, provide and dispatch a physician to assist in the assessment.

Pet Repatriation

If a pet traveling with you is left unattended due to your hospitalization, AXA will coordinate and provide boarding for the pet. If the injury or illness results in an evacuation or repatriation service, AXA will coordinate and provide transportation for the pet to be returned to either home, or to a boarding facility near home.

Medical assistance services

Medical referrals, appointments and hospital admissions

If you need medical assistance while you’re traveling, one call to an AXA representative and you’ll be referred to English-speaking doctors and/or hospitals, dentists and specialists. And if a hospital doesn’t recognize your medical insurance, the program can help in validating you and your covered family members’ health coverage and/or advancing the funds needed urgently.

Replacement of prescription medication

Forget or lose your prescription medication while traveling? AXA representatives will arrange for replacement medication for you and your covered family members whenever possible and legally permissible.

Replacement of medical devices

When medical devices or equipment are not available locally, we’ll make every effort to procure and arrange for delivery.



Worldwide medical teleconsultations³

If you’re traveling and need medical advice for common and minor illnesses, you and covered family members can have virtual consultations with licensed medical professionals, 24/7 — via mobile device or phone.

The **DOCTOR PLEASE!** App is available at iTunes or Google Play. Call AXA at (800) 454-3679 to receive the code needed for user registration

- In a confidential setting, medical staff can:
- Handle non-life-threatening medical conditions, such as minor injuries and illnesses
 - Provide medical advice and treatment options
 - Refer you to a provider for follow up care as needed

Personal assistance services

Advice before you travel

Make sure you visit AXA’s Travel Assistance website for advice about your visa, passport, inoculations and local customs, as well as 24-hour pre-departure information on weather, currency and plenty more.

Your own concierge

Save time and hassle with our concierge service. Seasoned concierges will take care of all your travel and entertainment arrangements including flights, hotel and dining reservations, general destination and transportation information, city guides and much more. A source of local knowledge on call, whenever you need them, wherever you are.

Pet concierge services

Get help with locating pet-friendly hotel accommodations, local boarding facilities and assistance with travel arrangements back home for your pets in case of an emergency.

Other Assistance Services Include:

- Local professional referrals
- Help with lost documents or luggage
- Emergency cash/bail assistance
- Identity theft assistance

Travel Assistance

This is not a medical insurance card. Valid until termination of policy.

Company

Name

MetLife

Attention

This is not a medical insurance card.

The participant is entitled to medical and travel services administered by AXA Assistance USA, Inc.

Within the United States: (800) 454-3679
Outside the United States Call Collect: (312) 935-3783

Or log on to: www.metlife.com/travelassist

All services must be administered by AXA Assistance USA, Inc.
No claims for reimbursement will be accepted.

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