

Concierge and Travel Assistance Services

Through our alliance with International SOS®, the world's leading travel assistance management company, your employees have at their fingertips a host of specialized services designed to make travel a whole lot easier – and to reduce worry and frustration in an emergency.

For the peace of mind they need, CIGNA International offers your employees a complete selection of concierge and travel assistance services, available to them wherever they are in the world.

Lost Document Advice and Assistance:

Instructions and advice for recovering or replacing lost passport and/or credit cards.

Companion Ticket:

Coordination of emergency travel arrangements for family members who may need to join a member when they become hospitalized.

Ground Transportation and Accommodation for Accompanying Family Members:

Coordination of emergency travel arrangements for family members who need to accompany a member as a hospital patient being moved.

Translations and Interpreters:

Emergency 24-hour telephone translation services, as well as referrals to interpreter services in an emergency. *(A fee is charged if personal presence or customized services are required.)*

Emergency Message Transmission:

Receipt and transmission of emergency messages between members and their family while they are traveling, when and where possible.

Return of Minors:

Coordination of emergency travel arrangements for minor children who are left unattended as a result of an illness, accident, or other emergency while a member is on an approved business trip. When necessary, a qualified attendant will be arranged to accompany the minor.

Assistance with Prescription Drugs:

Assistance in obtaining or replacing medication. Such assistance may include an appointment with a local doctor or clinic to obtain a prescription and/or medication, as well as arrangements for a prescription to be filled at a local pharmacy. If necessary, and where permitted by law, arrangements for the shipment/transfer of a prescription and/or medication to an international location is included.

Convalescence Assistance:

Arrangements for hotel accommodations for a member, related to an incident requiring emergency medical evacuation, emergency medical repatriation, or hospitalization.



Inoculation and Visa Requirement Information:

Information concerning visa and inoculation requirements for foreign countries, as those requirements are specified in a global health organization publication. This information is available to members at any time, whether or not they are traveling or an emergency has occurred.

Lost Luggage Assistance:

Assistance when they have lost their luggage, by referral to the appropriate authorities involved.

Legal Referral:

The name, address, telephone numbers, and office hours of referred lawyers and legal practitioners, if requested by a member and if available. Assistance in arranging appointments with recommended lawyers or legal practitioners.

Emergency Travel Service Assistance:

Assistance in making reservations for air ticket or hotel accommodation on an emergency basis when members are traveling outside their home country or country of assignment. A coordination fee will be charged for this service if the arrangements are not due to a medical emergency.

Embassy Referral:

The address, telephone number, and open hours of the nearest appropriate consulate and embassy worldwide will be provided upon a member's request and provided appropriate legal documentation is available to facilitate our involvement.

Emergency Document Delivery:

Assistance in arranging for emergency document(s) to be delivered to a friend, family member, or business associate, upon a member's request to do so.

Our goal is to ease frustration whenever your employees have a need for assistance while they are traveling. They take us with them whenever they travel by accessing these concierge and travel assistance services, anytime, anywhere, toll free.



Website: www.cigna.com/expatriates

Please be advised that we cannot guarantee the quality or the outcome of any of the aforementioned services. The final selection of a service provider is a member's decision, and any expenses related to the actual services provided are the responsibility of the member. Please be advised that we cannot provide legal advice, and assistance is limited to referring members to locally licensed attorneys.

The information herein is believed accurate as of the date of publication and is subject to change. This material is intended for informational purposes only and contains only a partial and general description of benefits. CIEB recommends that you examine your policy in detail to be certain of precise terms, conditions and coverage. Coverage and benefits are available except where prohibited by applicable law.

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