July 28, 2016

Dear Wellesley College Faculty or Staff Traveler,

As a Wellesley College employee traveling on College funded or sponsored activities 100 miles or more from campus, you are eligible for services through the College’s provider of worldwide travel assistance and evacuation services.

Wellesley College’s travel insurance and assistance program recently underwent the following two important changes, effective August 1, 2016:

1. The College’s Group Travel Accident insurance provider, ACE Insurance, recently acquired Chubb and adopted the Chubb name.
2. Previously, the College relied on the assistance services of Europ Assistance. Going forward, the College will partner with AXA Assistance Services for our travel assistance needs.

It is important to understand that AXA Assistance Services is not health insurance. Requests for reimbursement for medical care received while abroad should be submitted to your health insurance provider and/or coordinated through Wellesley College Human Resources for potential workers’ compensation claims. Please contact your health insurance provider well in advance of your trip to ensure that you have suitable coverage at your travel destination.

Wellesley College activates your travel assistance services coverage automatically, but you are strongly encouraged to complete individual registration through the Chubb Assistance Services website (www.acetravelassistance.net) before traveling so that, in the event of an emergency, AXA staff may respond effectively and efficiently to you. Additionally, you will gain access to important and timely travel information.

The College advises all travelers to print the Chubb Travel Assistance Services brochure (found on page 4 of this communication) and cut out the card provided at the bottom of the page. The card contains Wellesley College’s Chubb Assistance Services plan number and the College’s Chubb GTA insurance policy number plus important phone numbers. Please carry this card with you at all times while traveling on behalf of the College.

The pages following this letter provide you with more information about the College’s travel assistance program. This includes:

- Page 2: An overview of features of the AXA Assistance Services program.
- Page 3: A list of information to have ready prior to calling AXA Assistance Services in the event of an emergency.
- Page 4: Chubb Travel Assistance Services brochure
- Page 5: Directions for registering with the AXA Assistance Services website.
- Page 6: Information about registering College sponsored or funded international travel with the College.
- Page 7: Directions for registering with UHC Global’s website for access to current health and safety information about your travel location.

If you have any questions, please contact me at x2302 or jwillia7@wellesley.edu.

Sincerely,

Jodi Williams
Risk and Compliance Manager
THE CHUBB TRAVEL ASSISTANCE SERVICES PROGRAM

The AXA Assistance network is made up of three distinct components:
1. 6,900 highly trained personnel located in 38 AXA Assistance offices around the world
2. 230 AXA Assistance medical and logistical correspondents that have been carefully vetted to ensure they share the company’s philosophy of service
3. 31,700 local service providers worldwide

SECURITY EVACUATION SERVICES
- On-the-ground security assistance in the event of a potentially life-threatening military or political event while traveling or studying abroad
- Crisis hotline and security assistance center to discuss any safety concerns about travel locations or to secure immediate assistance while traveling
- A secure, web-based system for tracking global threats and receiving location based risk intelligence.

EMERGENCY MEDICAL SERVICES
- Medical monitoring
- Doctor, hospital, dentists and dental clinic referrals
- Replacement of eyeglasses or medication
- Emergency medical payments
- Emergency medical transportation, medical evacuation or repatriation
- Dispatch of doctor or specialist
- Traveling companion assistance
- Return of your dependent child
- Visit by a family member or friend
- Escort transportation
- Repatriation of remains

EMERGENCY TRAVEL SERVICES
- Emergency message relay to relatives, friends and business associates
- Emergency cash
- Legal assistance / bail
- Emergency travel arrangements
- Locate lost luggage, documents and personal items
- Assistance with foreign language and interpretation problems

INFORMATION SERVICES
- Online access to country-specific health information including trip preparation
- Cultural information
- Visa, passport and inoculation requirements
- Temperature and weather conditions
- Embassy and consular referrals
- Foreign exchange rates
- Travel advisories
IN THE EVENT OF AN EMERGENCY PLEASE BE PREPARED WITH THE FOLLOWING INFORMATION BEFORE CALLING CHUBB ASSISTANCE SERVICES

POLITICAL EVACUATION EMERGENCIES

1. Name of caller, phone/fax and relationship to evacuee(s)
2. Evacuee(s) name, age and gender
3. Description of political emergency and reason for evacuation
4. Name, location and phone number where evacuee(s) can be reached
5. Policy plan number
6. Name of policyholder

MEDICAL EMERGENCIES

1. Name of caller, phone/fax and relationship to patient
2. Patient’s name, age and gender
3. Description of patient’s condition
4. Name, location and phone number of hospital or facility
5. Name and phone number of treating doctor; where and when treating doctor can be reached
6. Health insurance, workers’ compensation and auto insurance information (if involved in an auto accident)
7. Policy plan number
8. Name of policyholder
ATTENTION

In the event of a medical emergency call ACE’s Travel Assistance Services immediately

24-Hour Access
1-855-327-1414 Toll-Free
1-630-694-9764 Direct Dial

Call when:
• You require a referral to a hospital or doctor
• You are hospitalized
• You need to be evacuated or repatriated
• You need to guarantee payment for medical expenses
• You experience local communication problems
• Your safety is threatened by the sudden occurrence of a political or military event

When you call ACE’s Travel Assistance Services, please be prepared with the following information:
1. Name of caller, phone no., fax no., relationship to Covered Person;
2. Covered Person’s name, age, sex and policy number;
3. A description of the Covered Person’s condition;
4. Name, location, and telephone number of hospital;
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
6. Health insurance information, worker’s compensation, or automobile insurance information if the Covered Person had an accident.

“Covered Person” means the person insured under the applicable ACE policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

ATTENTION
Medical Personnel or Police

In the event of a medical emergency, our Assistance Provider will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours a day toll free at 1-855-327-1414; or direct dial at 1-630-694-9764.

In addition to the insurance protection provided by your insurance plan, ACE USA has arranged with our Assistance Provider to provide you with access to its travel assistance services around the world. These services include:

- **Medical Assistance** including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- **Personal Assistance** including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, verifies medical benefits and assists with medical claims process.
- **Travel Assistance** including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- **Security Assistance** including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. Our Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by ACE’s Assistance Provider are not employees or agents of our Assistance Provider and the choice of provider is yours alone.

ACE’s Assistance Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

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ACE TRAVEL ASSISTANCE PROGRAM

Organization: Wellesley College
Policy Number: ADD N04947769
Assistance Provider: AXA Assistance USA, Inc.

AXA provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

For medical referrals, evacuation, repatriation or other services please call:
ACE Travel Assistance Program
1-855-327-1414 (Toll-Free)
1-630-694-9764 (Direct Dial)
medassist-usa@axa-assistance.us

Visit [www.acetravelassistance.net](http://www.acetravelassistance.net) for access to global threat assessments and location based intelligence.

Username: medassist-usa@axa-assistance.us
Password: acea&h
REGISTERING WITH THE CHUBB ASSISTANCE SERVICES WEBSITE

Travelers will need to register to access the site using the username and password below:

Username: medassist-usa@axa-assistance.us
Password: acea&h
URL: www.acetravelassistance.net

Below are the steps to register:

1) Go to www.acetravelassistance.net
2) Enter the username (medassist-usa@axa-assistance.us) and password (acea&h) and click the “Sign In” button.
3) On the Registration Form page, enter your Wellesley email address for your username plus your first and last names. Then, click the “Register” button.
4) You should receive the following message: “You have been registered correctly. An email has been sent to your account with the password.”
5) Open the link in your email from AXA Assistance Services and enter your username (your full Wellesley email address) plus the password provided in the email. Click the “Sign In” button.
6) You will be prompted to choose a new, secure password. Click the “Change Password” button.
7) The website’s main page should now appear and you should have access to the full website.

If you have any trouble with the above steps, you may need to clear your browser history and then repeat the steps.

Please call Jodi Williams at x2302 for additional assistance.

Please note: only Wellesley College travelers may register with Chubb Assistance Services by using these instructions.
REGISTERING YOUR WELLESLEY COLLEGE SPONSORED OR FUNDED TRAVEL

Wellesley College employees are strongly encouraged to register all College funded or sponsored international trips and domestic trips (greater than 100 miles away from campus) with the College's Risk and Compliance Manager via this form:

http://goo.gl/forms/H7l8gxYmgn

Using a platform developed by United HealthCare, the College is able to visually manage its travel by location. Here is an example of the global travel map for Wellesley College:

Since crises can erupt in an instant in any location worldwide, Wellesley College wants to ensure that College travelers feel connected to the campus and supported by the College throughout their travel. In the event of an emergency in a specific location, the College can quickly message those travelers who have submitted their travel information via the travel registration form prior to their travel and offer assistance, as needed.

If you have any questions, please contact Jodi Williams x2302.
REGISTERING WITH THE UHC GLOBAL WEBSITE

The UHC Global website also has a wealth of up-to-date health and security information by location to prepare travelers for their trips.

Instructions for registering with the UHC Global Website:
2. Click on “Create User.”
3. Enter your ID Number, found on your UnitedHealthcare Global ID card (ID# 902207092). Click Next.
4. Read and agree to the Terms of Use. Click Next.
5. Complete your Account Information: Username, Password, Email, Security Question and Answer. Click Next.
6. Complete your User Information: First Name, Last Name, Gender, Date of Birth, and Primary Phone. Click Finish.

Please note: only Wellesley College travelers may register with UHC Global by using these instructions.