

# CHUBB'S TRAVEL ASSISTANCE SERVICES

## PORTAL FAQ'S

### WHAT IS THE CHUBB TRAVEL ASSISTANCE PORTAL?

Chubb's Travel Assistance Portal, Travel Risk Intelligence Portal (TRIP), managed by Europ Assistance features information and tools to support travelers before and during their trips abroad. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Mitigation tips and consulate contacts
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- News and real-time security alerts
- General travel tips

A variety of tools have also been integrated within the portal to minimize inconvenience during trips and support travelers in an emergency. These include:

- Drug translator which can be used to find the foreign equivalent of a US drug
- Medical terms translator to facilitate communicating with medical personnel in foreign locations
- Medical provider search to look up hospitals and doctors in a given locale
- International calling code search and obtain the code to dial from one country to another
- Emergency number look up for finding the foreign equivalent of 911

### HOW DO I GET ACCESS TO THE SITE?

Please go to the URL listed below and click on the "Sign Up Now" link in the gray box on the right. This will take you to a registration page where you can register for the site using the below Company Name and Contract Number.

URL:	<a href="http://www.Chubbtravelassistance.com">www.Chubbtravelassistance.com</a>
Company Name:	Chubb A&H
Contract #:	16512020

Once registered, an automated e-mail will be sent to the e-mail you used to register. Please confirm your registration by clicking on the link provided within the communication. From there, you may access the site at any time using the login and password you established during the initial registration.

### WHAT ARE THE BENEFITS OF INDIVIDUAL USER REGISTRATION?

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience through personalized content (e.g. My Subscriptions).



### WHAT IS THE PURPOSE OF THE 'COMPANY NAME' AND 'CONTRACT #/POLICY #'?

The Company Name and Contract#/Policy # are used to manage access and provide reporting. Each unique Company Name and Contract#/Policy # allows for controlling the access to the unique Company Name and Contract#/Policy # (e.g. deactivating the site) as well as the ability to report on the users within that unique Company Name and Contract#/Policy #. Both are only required once upon initial registration.

### WHAT SHOULD I DO IF I HAVE FEEDBACK?

If you have feedback or technical issues to share, please complete the form located on the Contact Us page within the Travel Assistance Portal. We will look into the matter and get back to you should you request a follow up communication.

### WHAT IS THE FIND A MEDICAL PROVIDER TOOL?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) both internationally and within the US. This information is acquired from an international database, which currently supplies nearly 4,000 provider records and a US database, which offers details on about 98,000 facilities and 750,000 physicians. Users can look up coordinates for a provider of choice as well as directions. They can also submit ratings and review providers from whom they have received services.

### DO YOU HAVE AN APP?

The Travel Risk Intelligence Portal is now available as an App! Download the [GardaWorld Travel Security](#) App directly from the Apple Store or Google Play Store. The App will allow you to access:

- Check the 24/7 alerts for the latest developments
- Read every Country Briefing
- Refer to Factsheets including assault and theft, vaccination calendar, information security and more
- Update your « My Profile » details
- Use our Medical Advisory Tools