Travel Assistance Program

24-hour-a-day emergency help

Emergencies happen. When they happen far from home, it’s comforting to know there’s a team of multilingual professionals standing by to help.

Your Travel Assistance Program offers a variety of 24-hour-a-day services in more than 200 countries and territories worldwide—and each one is just a phone call away.

Your Travel Assistance Program

Call anytime from anywhere. We’re available 24/7 to assist you.

U.S. and Canada: 1-877-823-5807

Anywhere else (collect or direct): (240) 330-1422

Medical Services

• Assistance finding physicians, dentists and medical facilities.
• Monitoring during a medical emergency to determine if care is appropriate or if evacuation is required.
• Free transportation,¹ when medically necessary, under medical supervision to a hospital/treatment facility or to your place of residence for treatment.
• Arrangement for your traveling companion’s return home if previously-made arrangements are lost due to your medical emergency.
• Free transportation,¹ when necessary, home for dependent children under the age of 26 who were traveling with you and are left unattended because of your hospitalization. A qualified escort will be arranged if necessary.
• Free round-trip transportation—we arrange and pay for the most direct round-trip economy flight—for one immediate family member or friend to visit you if you’re traveling alone and are likely to be hospitalized for seven consecutive days.
• Replacement of medication and eyeglasses.²
• In the event of death while traveling, all necessary government authorizations and a container appropriate for transportation will be arranged and paid for, as well as return home of the remains for burial.

Other Key Services

• Pre-trip information, including visa, passport, inoculation and immunization requirements; cultural information; embassy and consulate referrals; foreign exchange rates; and travel advisories.
• Emergency message relay to and from friends, relatives and business associates.
• If requested, new travel arrangements or change of airline, hotel and car rental reservations.
• An advance of up to $500 in emergency cash after satisfactory guarantee of reimbursement from you. You are responsible for any fees associated with the transfer or delivery of funds.
• Help locating and replacing lost or stolen luggage, documents and personal possessions.
• Help locating an attorney and advancement of bail bond, where permitted by law, after satisfactory guarantee of reimbursement from you. You are responsible for attorney fees.
• Assistance with telephone interpretation in all major languages, or referral to an interpretation or translation service for written documents.
**Who's eligible?**
You, your spouse and your dependents under the age of 26 are eligible for all services provided by the Travel Assistance Program.

**You can receive pre-trip information at any time**
All other services take effect when you’re on a trip 100 miles or more from home lasting 90 days or less.

**When you call, please provide the following:**
- The address where you are staying
- A phone number where we may reach you
- Your employer’s name