



24-Hour Travel Assistance

Through your group coverage with Reliance Standard Life Insurance Company (RSL), you will now automatically receive travel assistance services provided by On Call International (On Call), pursuant to an agreement entered into between RSL and On Call. On Call is a 24-hour, toll-free service that provides a comprehensive range of information, referral, coordination and arrangement services designed to respond to most medical care situations and many other emergencies you may encounter when you travel. On Call also offers pre-trip assistance including passport/visa requirements, foreign currency and weather information.

The following is an outline of the On Call emergency travel assistance service program. For a complete description of all services and the program terms and limitations, please refer to the Description of Covered Services document.

Covered Services

When traveling more than 100 miles from home or in a foreign country, On Call offers you and your dependents the following services:

Pre-Trip Assistance

- Inoculation requirements information
- Passport/visa requirements
- Currency exchange rates
- Consulate/embassy referral
- Health hazard advisory
- Weather information

Emergency Medical Transportation*

- Emergency evacuation
- Medically necessary repatriation
- Visit by family member or friend
- Return of traveling companion
- Return of dependent children
- Return of vehicle
- Return of mortal remains

**The services listed above are subject to a maximum combined single limit of \$250,000. Return of vehicle is subject to \$2,500 maximum limit.*

Emergency Personal Services

- Urgent message relay
- Interpretation/translation services
- Emergency travel arrangements
- Recovery of lost or stolen luggage/personal possessions
- Legal assistance and/or bail bond

Medical Services Include:

- Medical referrals for local physicians/dentists
- Medical case monitoring
- Prescription assistance and eyeglasses replacement
- Convalescence arrangements

How It Works

At any time before or during a trip, you may contact On Call for emergency assistance services. It is recommended that you keep a copy of this summary with your travel documents. Simply detach the wallet card below to ensure convenient access to the On Call phone numbers.

provided through

RELIANCE STANDARD

On Call International is not affiliated with Reliance Standard Life Insurance Company. RSL is not responsible for the content of the On Call travel assistance services, and is not responsible for, and cannot be held liable for, any services provided or not provided by On Call.

RSL is licensed in all states (except New York), the District of Columbia and the U.S. Virgin Islands. RSL is not licensed in and does not solicit business in New York State. In New York State, benefits are underwritten by First Reliance Standard Life Insurance Company.

On Call is not responsible for the unavailability or results of any medical, legal or transportation services. You are responsible for obtaining all services not directly provided by On Call and for the expenses associated with them.



24-HOUR TRAVEL ASSISTANCE

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RELIANCE STANDARD

For emergency medical, legal and travel assistance
information and referral service 24 hours a day, 365 days a year, call:

In the U.S., toll free
(800) 456-3893

Worldwide, collect
(603) 328-1966

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