



# Atlas Travel<sup>®</sup>

The Atlas Travel plan from WorldTrips, a member of the Tokio Marine HCC group of companies, is with you almost anywhere in the world you may travel for vacation, study abroad, corporate travel, or mission work.

# Why Choose Atlas Travel®?

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Whatever your reason for venturing abroad, we believe international travel should be a pleasant experience. However, travel mishaps and emergencies such as illness, injury, and natural disasters can happen despite preparation.

WorldTrips' international travel medical insurance plans can provide coverage and support to help you to explore the world with confidence. Our Atlas Travel plan includes coverage for unexpected medical expenses, emergency travel benefits, and multilingual travel assistance services.

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## **Do I need travel medical insurance?**

Many times, the primary medical insurance in your home country offers little or no coverage for medical expenses incurred as you travel outside of your home country. Atlas Travel provides international travel medical coverage including plan benefits like Emergency Medical Evacuation, Hospital Room and Board, and Crisis Response for kidnap and ransom situations abroad.

**For more information about Atlas Travel, please visit [worldtrips.com](http://worldtrips.com).**

## **After purchasing coverage, how can I trust the company to be there if I need them?**

WorldTrips, headquartered in the United States in Carmel, Indiana, is a full-service company offering international travel medical insurance to consumers worldwide.

WorldTrips is a member of the Tokio Marine HCC group of companies. Tokio Marine HCC is a leading specialty insurance group conducting business in approximately 180 countries and underwriting more than 100 classes

of specialty insurance. Headquartered in Houston, Texas, the company is made up of highly entrepreneurial teams equipped to underwrite special situations, companies, and individuals that act independently to deliver effective solutions. Our products and capabilities set the standard for the industry, and many of our nearly 3,000 employees are industry-leading experts.

Tokio Marine HCC is part of Tokio Marine Group, a premier global company with a market cap of \$36 billion as of December 31, 2020. Tokio Marine HCC's major domestic insurance companies have financial strength ratings\* of "A+ (Strong)" from S&P Global Ratings, "A++ (Superior)" from A.M. Best, and "AA- (Very Strong)" from Fitch Ratings. Its major international insurance companies have a financial strength rating\* of "A+ (Strong)" from S&P Global Ratings.

\*At the time of printing. For more information on these ratings, please visit: [www.standardandpoors.com](http://www.standardandpoors.com), [www.ambest.com](http://www.ambest.com), and [www.fitchratings.com](http://www.fitchratings.com).



# Atlas Travel Schedule of Benefits and Limits

## PLAN DETAILS

|                       |  |
|-----------------------|--|
| Deductibles           | \$0, \$100, \$250, \$500, \$1,000, \$2,500, or \$5,000 per certificate period.   |
| Overall Maximum Limit | Age 80 or older - \$10,000; Age 65 to 79 - \$50,000 or \$100,000; All others - \$50,000, \$100,000, \$250,000, \$500,000, \$1,000,000, or \$2,000,000. |
| Coinsurance           | We will pay 100% of eligible expenses after the deductible up to the overall maximum limit.  |

Eligible expenses are subject to deductible, overall maximum limit, and are per certificate period unless specifically indicated otherwise.

| BENEFIT   | LIMIT   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
|---|---|---------------------------|---------------------------|-----------------------------|-----------------------------|------------------|------------------|----------------------------|----------------------------|---------------------------|--------------------------|---------------------|--------------------------|----------------------------|----------------------------|-----------------|-----------------|---------------------------|---------------------------|--------------------------|--------------------------|
| Hospital Room and Board   | Average semi-private room rate, including nursing services.   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Local Ambulance   | Usual, reasonable and customary charges for covered illness or injury. Illness must result in hospitalization as inpatient.   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Intensive Care Unit   | Up to the overall maximum limit.  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Emergency Room Co-payment   | <p><b>Claims incurred in the U.S.</b><br/>You shall be responsible for a \$200 co-payment for the emergency room facility fee for each use of the emergency room for an illness unless you are admitted to the hospital.</p> <p><b>Claims incurred outside the U.S.</b><br/>No co-payment</p>   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Urgent Care Center Co-payment   | <p><b>Claims incurred in the U.S.</b><br/>For each visit, you shall be responsible for a \$15 co-payment – co-payment is waived for members with a \$0 deductible – not subject to deductible</p> <p><b>Claims incurred outside the U.S.</b><br/>No co-payment</p>  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Outpatient Physical Therapy and Chiropractic Care   | Up to \$50 maximum per day.   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Emergency Dental  | Up to \$300 – not subject to deductible   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Emergency Eye Exam Copayment  | Up to \$150. \$50 copayment per occurrence (plan deductible is waived).   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Acute Onset of Pre-existing Condition<br>See benefit description  | Up to the overall maximum limit.  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Terrorism   | Up to \$25,000 lifetime maximum for Emergency Medical Evacuation.   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| All Other Eligible Medical Expenses   | Up to \$50,000 lifetime maximum. Eligible medical expenses only.  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
|   | Up to the overall maximum limit.  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| EMERGENCY TRAVEL BENEFITS   | LIMIT   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Emergency Medical Evacuation  | Up to \$1,000,000 lifetime maximum, except as provided under Acute Onset of Pre-existing Condition. – not subject to deductible or overall maximum limit  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Return of Minor Children  | Up to \$50,000 – not subject to deductible  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Pet Return  | Up to \$1,000 – not subject to deductible   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Repatriation of Remains   | Equal to the elected overall maximum limit - not subject to deductible or coinsurance<br>This limit is for this benefit only and is not included in or subject to the overall maximum limit.  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Emergency Reunion   | Up to \$100,000, subject to a maximum of 15 days – not subject to deductible  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Natural Disaster – Replacement Accommodations   | Up to \$250 a day for up to 5 days – not subject to deductible  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Trip Interruption   | Up to \$10,000 – not subject to deductible  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Travel Delay  | Up to \$100 a day after a 12-hour delay period requiring an unplanned overnight stay. Subject to a maximum of 2 days. – not subject to deductible   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Lost Checked Luggage  | Up to \$1000 – not subject to deductible  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Lost or Stolen Passport/Travel Visa   | Up to \$100 – not subject to deductible   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Political Evacuation  | Up to \$100,000 lifetime maximum – not subject to deductible  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Accidental Death & Dismemberment (excludes loss due to common carrier accident)                         | <table border="0"> <tr> <td><b>Ages 18 through 69</b></td> <td><b>Ages 70 through 74</b></td> </tr> <tr> <td>Lifetime Maximum - \$25,000</td> <td>Lifetime Maximum - \$12,500</td> </tr> <tr> <td>Death - \$25,000</td> <td>Death - \$12,500</td> </tr> <tr> <td>Loss of 2 Limbs - \$25,000</td> <td>Loss of 2 Limbs - \$12,500</td> </tr> <tr> <td>Loss of 1 Limb - \$12,500</td> <td>Loss of 1 Limb - \$6,250</td> </tr> <tr> <td><b>Under age 18</b></td> <td><b>Ages 75 and older</b></td> </tr> <tr> <td>Lifetime Maximum - \$5,000</td> <td>Lifetime Maximum - \$6,250</td> </tr> <tr> <td>Death - \$5,000</td> <td>Death - \$6,250</td> </tr> <tr> <td>Loss of 2 Limbs - \$5,000</td> <td>Loss of 2 Limbs - \$6,250</td> </tr> <tr> <td>Loss of 1 Limb - \$2,500</td> <td>Loss of 1 Limb - \$3,125</td> </tr> </table> | <b>Ages 18 through 69</b> | <b>Ages 70 through 74</b> | Lifetime Maximum - \$25,000 | Lifetime Maximum - \$12,500 | Death - \$25,000 | Death - \$12,500 | Loss of 2 Limbs - \$25,000 | Loss of 2 Limbs - \$12,500 | Loss of 1 Limb - \$12,500 | Loss of 1 Limb - \$6,250 | <b>Under age 18</b> | <b>Ages 75 and older</b> | Lifetime Maximum - \$5,000 | Lifetime Maximum - \$6,250 | Death - \$5,000 | Death - \$6,250 | Loss of 2 Limbs - \$5,000 | Loss of 2 Limbs - \$6,250 | Loss of 1 Limb - \$2,500 | Loss of 1 Limb - \$3,125 |
| <b>Ages 18 through 69</b>   | <b>Ages 70 through 74</b>   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Lifetime Maximum - \$25,000   | Lifetime Maximum - \$12,500   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Death - \$25,000  | Death - \$12,500  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Loss of 2 Limbs - \$25,000  | Loss of 2 Limbs - \$12,500  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Loss of 1 Limb - \$12,500   | Loss of 1 Limb - \$6,250  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| <b>Under age 18</b>   | <b>Ages 75 and older</b>  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Lifetime Maximum - \$5,000  | Lifetime Maximum - \$6,250  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Death - \$5,000   | Death - \$6,250   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Loss of 2 Limbs - \$5,000   | Loss of 2 Limbs - \$6,250   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Loss of 1 Limb - \$2,500  | Loss of 1 Limb - \$3,125  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| \$250,000 maximum benefit any one family or group. – not subject to deductible or overall maximum limit |   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Optional Accidental Death & Dismemberment Rider (only available to members age 18 through age 69)       | <p>Lifetime Maximum - \$25,000</p> <p>Death - \$25,000</p> <p>Loss of 2 Limbs - \$25,000</p> <p>Loss of 1 Limb - \$12,500</p> <p>- not subject to deductible or overall maximum limit</p>   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Common Carrier Accidental Death   | <p>Ages 18 through 69: \$50,000</p> <p>Under age 18: \$10,000</p> <p>Ages 70 through 74: \$25,000</p> <p>Ages 75 and older: \$12,500</p> <p>Subject to a maximum of \$250,000 any one family or group.</p> <p>- not subject to deductible or overall maximum limit</p>  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Crisis Response - Ransom, Personal Belongings, and Crisis Response Fees and Expenses                    | <p>Up to \$10,000 – not subject to deductible or overall maximum limit</p> <p>Optional Crisis Response buy-up with Natural Disaster Evacuation Coverage. \$90,000 per certificate period, with \$10,000 maximum for Natural Disaster Evacuation.</p>  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Hospital Indemnity  | \$100 per day of inpatient hospitalization – not subject to deductible  |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Personal Liability  | <p>Lifetime Maximum - \$25,000</p> <p>Third-Person Injury - Up to \$25,000</p> <p>Third-Person Property - Up to \$25,000</p> <p>Related Third-Person Property - Up to \$2,500</p> <p>– not subject to deductible or overall maximum limit</p>   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Optional Personal Liability Rider   | <p>Lifetime Maximum - \$75,000</p> <p>Third-Person Injury - Up to \$75,000</p> <p>Third-Person Property - Up to \$75,000</p> <p>Related Third-Person Property - Up to \$7,500</p> <p>– not subject to deductible or overall maximum limit</p>   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Bedside Visit   | Up to \$1,500 – not subject to deductible   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |
| Border Entry Protection   | Up to \$500 if traveling on a valid B-2 visa and denied entrance at the U.S. border – not subject to deductible   |                           |                           |                             |                             |                  |                  |                            |                            |                           |                          |                     |                          |                            |                            |                 |                 |                           |                           |                          |                          |

# What's Covered by Atlas Travel®?

## Emergency Medical Evacuation and Emergency Reunion

Would you know what to do if you found yourself in a life-threatening situation far from home? Atlas Travel will cover eligible expenses necessary to transport you from an initial treating facility to the nearest hospital qualified to treat your life-threatening condition. We also understand the importance of family support in these difficult situations. Atlas Travel will also cover the transportation, lodging, and meal costs for a relative to join you after a covered emergency medical evacuation, up to the lifetime limit.

## Repatriation of Remains

What would your family do if disaster strikes while you are away from home? The death of a loved one is never easy, no matter the circumstances. In the unfortunate event of your death while traveling abroad, Atlas Travel will arrange for and cover eligible costs associated with the repatriation of your remains.

## Return of Minor Children

If you are expected to be hospitalized for more than 36 hours due to a covered injury or illness and covered children under 18 years of age will be left unattended as a result, Atlas Travel will cover the eligible transportation cost for the children to return home.

## Terrorism

If you are in the wrong place at the wrong time, and the country or region you're visiting is NOT under a level 3 or

higher travel advisory, Atlas Travel offers coverage for eligible medical expenses resulting from those acts. Coverage excludes countries or regions for which the U.S. Department of State has issued a level 3 ("reconsider travel") or higher travel advisory in the 60 days prior to your arrival date.

## Political Evacuation

If, during the coverage period and after your arrival, the U.S. Department of States issues a level 3 or higher travel advisory for your destination country, Atlas Travel will coordinate your alternate departure arrangements from that country and cover eligible associated costs.

## Natural Disaster – Replacement Accommodations

If a natural disaster occurs on your trip, causing you to become displaced from your planned and paid accommodations, Atlas Travel will provide relief of a maximum of \$250 a day for 5 days to help cover the costs of alternative accommodations.

## Acute Onset of Pre-Existing Conditions

Atlas Travel provides a limited benefit up to the medical coverage lifetime maximum for eligible medical expenses. If you are younger than 80, you may be covered for an acute onset of a pre-existing condition. This also includes up to a \$25,000 lifetime maximum for emergency medical evacuation.

An acute onset of a pre-existing condition is a sudden and unexpected outbreak or recurrence that is of short duration, is rapidly progressive, and requires urgent care. A pre-existing condition that is a chronic or congenital, of that gradually becomes worse over time, is not acute onset of a pre-existing condition. The Acute of Pre-existing Conditions benefit will only apply if all of the following conditions are met:

- a. The Acute onset of a Pre-Existing

- b. Condition does not directly or indirectly relate to a chronic condition or congenital condition;
- b. Treatment must be obtained within twenty-four (24) hours of the sudden and unexpected outbreak or reoccurrence;
- c. You must be under eighty (80) years of age;
- d. You must not be traveling against or in disregard of the recommendations, established treatment programs, or medical advice of a physician or other healthcare provider;
- e. You must not be traveling with the intent or purpose to seek or obtain treatment for the pre-existing condition;
- f. You must be traveling outside your home country

## Hospitalization and Outpatient Treatment

If a covered illness or injury requires hospitalization, the plan provides coverage for eligible costs associated with hospitalization, including intensive care unit and outpatient treatment.

## Sports Coverage

Atlas Travel includes coverage for eligible injuries and illnesses that could occur while participating in many popular vacation sports — skiing and snowboarding (recreational downhill and/or cross country), snorkeling, water skiing, and others — at no additional cost. Certain extreme sports are excluded from coverage.

## Complications of Pregnancy

Atlas Travel offers coverage for complications of pregnancy during the first 26 weeks of gestation.

## Crisis Response

Atlas Travel offers up to \$10,000 (or up to \$100,000 if \*\*additional coverage is selected) to offset costs associated with kidnapping, such as ransom, crisis response expenses, and loss

\*The description of coverage in these pages is for informational purposes only. Actual coverage will vary based the terms and conditions of the policy issued. The information described herein does not amend or otherwise affect the terms and conditions of any insurance policy issued by WorldTrips or its affiliates. In the event that a policy is inconsistent with the information described herein, the language of the policy will take precedence.

\*\*A pre-existing condition means any injury, illness, sickness, disease, or other physical, medical, mental, or nervous disorder, condition, or ailment that, with reasonable medical certainty, existed at the time of application or at any time during the 2 years prior to the effective date of this insurance, whether or not previously manifested, symptomatic or known, diagnosed, treated, or disclosed to us prior to the effective date, and including any and all subsequent, chronic or recurring complications or consequences related thereto or resulting or arising therefrom

\*\*\*A buy-up of an additional \$90,000 is available for selection, which includes the added benefit of a \$10,000 maximum for natural disaster evacuation.

of personal belongings. This benefit includes access to the services of Unity Crisis Group for advice, coordination with law enforcement, and negotiations during a kidnapping.

#### **Personal Liability**

Atlas Travel offers up to \$25,000 (or up to \$100,000 if additional coverage is selected) to offset the following types of court-entered eligible judgments or approved settlements incurred by the member:

- Third-party injury;
- Damage/loss of a third party's personal property;
- Damage/loss of a related third party's personal property.

## Enrollment and Filing a Claim

#### **Incidental Home Country Coverage**

You must have purchased three months of coverage for the Incidental Home Country Coverage to be in effect.

For individuals with U.S. as home country, for every three-month period during which the member is covered hereunder, medical expenses incurred in the U.S. are covered up to a maximum of 15 days.

For individuals with a home country other than the U.S., for every three-month period during which the member is covered hereunder, medical expenses incurred in the member's home country are covered up to a maximum of 30 days.

Any benefit accrued under a single three-month period does not accumulate to another period. Failure of the member to continue his or her international trip or the member returning to their home country for the sole purpose of obtaining treatment for an illness or injury that began while traveling shall void any incidental home country coverage.

#### **Benefit Period Medical Coverage**

While the certificate is in effect, the benefit period does not apply. Upon termination of the certificate, including when you return to your home country, the benefit period applies for up to 90 days only to eligible medical and dental expenses directly related to an injury or illness that was diagnosed or treated while the certificate was in effect. The benefit period begins on the first day of diagnosis or treatment of a covered injury or illness made while you are outside your home country. The benefit period applies whether or not you return to your home country.

#### **Enrollment**

You may access the online quoting and purchasing system, or you may complete an application and mail or fax it, along with your payment, to your agent or to WorldTrips.

#### **Claim Filing**

You may file a claim by completing and submitting a Claimant's Statement and Authorization form along with proof of claim (itemized bills, payment receipts, etc.).

You may complete and submit the form and necessary attachments online through Member Portal at <https://worldtrips.my.site.com/MemberPortal> OR you may [download the claim form](#) and submit it alongside proof of claim via

postal mail to the address on the form.

We must receive proof of claim within 60 days of the last day of your certificate period (or for claims incurred during a benefit period, 60 days from the date the claim is incurred).

Patient Protection and Affordable Care Act ("PPACA"): This insurance is not subject to, and does not provide certain insurance benefits required by, the United States' Patient Protection and Affordable Care Act ("PPACA"). PPACA requires certain US citizens or US residents to obtain PPACA compliant health insurance, or "minimum essential coverage." PPACA also requires certain employers to offer PPACA compliant insurance coverage to their employees. Tax penalties may be imposed on U.S. residents or citizens who do not maintain minimum essential coverage, and on certain employers who do not offer PPACA compliant insurance coverage to their employees. In some cases, certain individuals may be deemed to have minimum essential coverage under PPACA even if their insurance coverage does not provide all of the benefits required by PPACA. You should consult your attorney or tax professional to determine whether this policy meets any obligations you may have under PPACA.

Atlas Travel is underwritten by Lloyd's. WorldTrips is a service company and a member of the Tokio Marine HCC group of companies. WorldTrips has authority to enter into contracts of insurance on behalf of the Lloyd's underwriting members of Lloyd's Syndicate 4141, which is managed by HCC Underwriting Agency, Ltd.



## CUSTOMER SERVICE

### Member Portal

Member Portal is our online, self-service portal for travel medical insurance policyholders. Be sure to register for a Member Portal account after you purchase your travel medical insurance plan.

After you register for an account, you'll be able to:

- Access your policy documents, ID card, and visa letter
- File a claim or appeal
- Check your claim or appeal status
- Download your Explanation of Benefits (EOB)
- Extend or renew your policy
- Update your personal information
- Contact us

**Log in to Member Portal at:**

[worldtrips.my.site.com/MemberPortal](http://worldtrips.my.site.com/MemberPortal)

### World Service Center

If you prefer to speak to a professional service representative, contact WorldTrips' World Service Center by calling toll-free from various countries or by calling collect. The World Service Center can provide service in many different languages.

## WORLDWIDE TRAVEL AND MEDICAL ASSISTANCE

Atlas Travel<sup>®</sup> includes travel and medical assistance services available 7 days a week, 365 days a year. Contact WorldTrips to access any of these services.

### Medical Monitoring

Consultations with attending medical professionals during hospitalization and establishment of a single point-of-contact for family members to receive ongoing updates regarding medical status.

### Provider Referrals

Contact information for Western-style medical facilities, medical and dental practices, and pharmacies in the destination country.

### Travel Document Replacement

Assistance with obtaining replacement passports, birth certificates, visas, airline tickets, and other travel-related documents.

### Lost Luggage Assistance

Tracking service to assist in locating luggage or other items lost in transit.

## OTHER TRAVEL ASSISTANCE SERVICES\*

- Prescription Drug Replacement
- Emergency Travel Arrangements
- Dispatch of Physician
- Translation Assistance
- Credit Card / Traveler's Check Replacement

\*For a complete list of available assistance services or for more information, please contact WorldTrips. Travel and medical assistance services are not insurance benefits. Any travel or medical assistance service provided is not a guarantee of any insurance benefit.

Anil Chinniah  
Crossborder Services, LLC  
Five Greentree Centre, Suite 104, Route 73  
Marlton, NJ 08053  
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