

INTERNATIONAL MEDICAL GROUP® TRAVEL ASSISTANCE SERVICES



Since 1990, IMG has provided global benefits and assistance services to millions of customers worldwide. We're committed to being there with our customers wherever they may be in the world, delivering superior support and assistance in times of need. With 24/7 medical and security management services, multilingual staff, claims administrators, and highly trained customer service professionals, IMG is confident in its ability to provide the solutions you need.

IMG combines a personalized, empathetic approach with experience delivering highly customized assistance services that help employers meet duty of care requirements. IMG's services and obligations are backed by Sirius, an "A" rated \$2+ billion-dollar industry leader.

IMG has extensive experience coordinating and managing complex, dangerous, and remote medical transport and assistance. Our team of international, multilingual specialists are accustomed to working in multiple time zones and with multiple languages and currencies. Our global reach means we can work without barriers.

In a medical emergency, IMG coordinates and provides for emergency medical transport services that have a proven track record of helping customers get the care they need. IMG also helps contain program costs and coordinates communications across borders and constituents every step of the way home.



EMERGENCY MEDICAL TRANSPORT SERVICES

Dispatch of a Physician

Emergency Medical Evacuation

\$25,000 Emergency Hospitalization*

Medical Repatriation

Return of Dependent Children

Repatriation of Remains

Return of Travel Companion

Vehicle Return Services

Visit of a Family Member or Friend

**Only available when traveling outside your home country and the USA and can only be used in conjunction with an eligible medical evacuation*



MEDICAL ASSISTANCE SERVICES

Convalescence Arrangements/Emergency Travel Arrangements

Outpatient & Inpatient Care

Interpretation Services

Medical Monitoring

Medical & Dental Referrals

Prescription Transfer & Shipping

Telemedicine

Replacement of Medical Devices



TRAVEL ASSISTANCE SERVICES

Emergency Cash Transfer

Consulate and Embassy Location

ID Theft Assistance

Legal referrals

Lost Luggage and/or Document Assistance

Pet Housing and Return

Pre-Trip Informational Services

Urgent Message Relay



SECURITY ASSISTANCE SERVICES

Emergency Political Evacuation/Repatriation

Location Intelligence App

Natural Disaster Evacuation

This document is for informational purposes only and describes IMG's general capabilities and a broad overview of the services it offers. The actual services and payments that IMG arranges or provides for you will be determined by your services contract. This document is not a promise, a contract or a contract offer, but an invitation for you to make an offer.

ADDITIONAL ENHANCEMENTS AND HIGHLIGHTS



- Identity theft assistance is now included automatically
- Security assistance services are now included automatically with enrollment (including political and natural disaster evacuation)
- The trip limit is increasing from 120 to 180 days
- Telemedicine is now included automatically. This service allows travelers access to a medical doctor 24/7 through a videoconferencing app.
- Better traveler app with enhanced functionality and user experience
- Greater flexibility to customize offers for specific customers with unique needs (trip limits, covered maximums, integration with travel management software, out of country medical coverage, etc.)
- Hospital guarantee of payment up to \$25,000 (with evacuation service)



SERVICE *Without Obstacles*

IMG Assistance Services can be accessed 24/7/365 via the following:

Phone: **US:** +1.855.847.2194

International: +1.317.927.6881

Email: assist@imglobal.com

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