Through Travel Guard, our wholly-owned global assistance operation, we provide the confidence that help is only a phone call away if the unexpected happens while you are traveling.

<table>
<thead>
<tr>
<th>Worldwide Travel Assistance</th>
<th>Security Assistance</th>
<th>VIP Concierge Services</th>
<th>Travel Medical Assistance</th>
<th>Identity Theft*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel is never a hassle with this complete suite of travel help. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information. Just a phone call away to solve last minute travel problems or emergencies.</td>
<td>Feel safe and secure with our Security Assistance at home or while travelling. Regional and subject matter specialists are on call to assist with up-to-the-minute, destination-specific advisories.</td>
<td>Receive the comfort, care, and attention of our personal assistance coordinators available 24/7 to respond to virtually any request — large or small.</td>
<td>From physician referrals to coordination of medical evacuations, we attend to medical needs anywhere in the world.</td>
<td>From educating on the process required in case of ID theft to providing pertinent contact information for credit reporting agencies, trained representatives will be here to take calls 24 hours a day, 7 days a week.</td>
</tr>
</tbody>
</table>

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Inoculation information
- Embassy or consulate referral
- Currency conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Flight and hotel rebooking
- Rental vehicle booking and vehicle return
- Roadside assistance
- Guaranteed hotel check-in
- Security evacuation assistance with immediate on-the-ground physical response to help travelers in life-threatening security situations, anywhere in the world
- 24-hour response services to assist employees and their families during an incident
- Security and safety advisories
- Global risk analysis
- Consultation with security specialists to discuss any safety concerns for your travel location or if you need immediate assistance while you are away
- Consultant referrals to extract client to safety
- Confidential storage of personal and medical profile for emergencies
- Up-to-the-minute information on current world situations
- Language translation support and services
- SMS alert messaging
- Restaurant referrals and reservations
- Event ticketing
- Ground transportation coordination
- Golf tee time reservations and referrals
- Wireless device assistance
- Latest worldwide weather and ski reports
- Floral services
- Private air charter assistance
- Cruise charter assistance
- Latest sports scores
- Find, wrap, and deliver one-of-a-kind gifts
- Movie and theater information
- Latest stock quotes
- Special occasion reminders and gift ideas
- Lottery results
- Local activity recommendations
- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement
- Assist Identity theft victim by ordering and reviewing credit bureau records, notify financial institutions, credit card companies, etc. on their behalf
- Investigate financial accounts where identity theft is suspected
- Interact with law enforcement to pursue prosecution of criminals
- Review account activity to identify any suspicious activities
- Review and resolve victim's issues
- Describe the resolution process, and provide educational articles and guidance for avoiding future complications
- Review credit files to determine the accuracy of the information and potential areas of fraud
- When appropriate, provide assistance with obtaining and reviewing your Social Security personal earnings and benefits statement
- Create and maintain a case file to document the identity fraud

* Identity theft services are not available for residents in New York or outside the United States