

What's new with Travel Assistance?

Provided through AXA Assistance USA, Inc.

New features available 1/1/2018

AXA's Travel Assistance will expand its features to include access to their mobile application and new International Teleconsultation services.



Mobile App Access — Information at your fingertips!

Complete access to available Travel Assistance services anytime for all your domestic and international traveling needs including real-time travelers, security, medical and provider information — before, during and after your trip.

Getting started

- Download AXA's mobile app from Google Play or App Store for iOS or Android by searching "webcorp"
- Sign in using your AXA username and password
- **Username:** axa **Password:** travelassist



International Teleconsultation Services' — consult with a U.S. medical care provider while traveling abroad!

You and your covered family members will receive 24/7 virtual consultation access to U.S. licensed medical practitioners when traveling internationally and in need of medical intervention — via smartphone, tablet or web.

Services include:

- Available globally in English to employees temporarily living or traveling abroad, excluding USA and Canada
- Referrals to a preferred provider in AXA's international network of worldwide providers
- Professional consultations on common and minor illnesses such as colds, allergies minor injuries, infections, sores and aches
- Unlimited access to licensed physicians or advanced practitioners, as needed
- Support to obtain or refill a prescription
- Audio and visual consultation capabilities including confidential video conferencing technology

Register before your next trip abroad.

To register for International Medical Teleconsultation, call [1-312-935-3783](tel:1-312-935-3783)

AXA's Travel Assistance program is available to you with your group benefits plan. If you have questions about any of the Travel Assistance services, please call at [1-800-454-3679](tel:1-800-454-3679).

Remember, you will not be able to access the new services until January 1, 2018.

1. Teleconsultation is not an emergency medical response program. In the event of a medical emergency, members should contact their local emergency medical service. Teleconsultation services may not be appropriate for all medical conditions. Carefully review our Terms of Service available at <https://axaassistance.avizia.com>. Services are available for limited, non-urgent, non-life threatening medical conditions. Services, including assistance with prescriptions, will be provided as permitted under applicable law. Teleconsultation services are provided by HAA Preferred Partners, LLC, an AXA Assistance company. AXA Assistance USA, Inc. is an unaffiliated service provider that provides travel assistance services.

Travel Assistance and Identity Theft Solutions services are not insurance and administered by AXA Assistance USA, Inc. Certain benefits provided under the Travel Assistance program are underwritten by Lloyd's Illinois, Inc. for Underwriters at Lloyd's, London (Not Incorporated). AXA Assistance and Lloyd's Illinois, Inc. for Underwriters at Lloyd's, London (Not Incorporated) are not affiliated with MetLife, and the services and benefits they provide are separate and apart from the insurance provided by MetLife.

