

ATTENTION

When you call Worldwide Assistance, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to patient;
2. Patient's name, age, sex and policy number;
3. A description of the patient's condition;
4. Name, location, and telephone number of hospital
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
6. Health insurance information, worker's compensation, or automobile insurance information if the patient had an accident

EXECUTIVE ASSISTANCE ®

Policy No. Plan No. 01 SP 585
PHFD37052838



Named Insured: California State
University Trustees, California State
University Risk Management Authority
And its Members

ace usa

ATTENTION Medical Personnel or Police

In Medical Emergencies, assistance will be provided to the individual named on this card. See Description on back of the card. Call toll free **1.800.766.8206** from the US and Canada call collect: **1.202.659.7777** 24 hours, many languages.

En caso de una emergencia médica, asistencia ser. provista al individuo mencionando en esta tarjeta. Lea las instrucciones incluidas en el dorso de la tarjeta. Desde Estados Unidos y Canada llame al número **1.800.766.8206**. Desde otros países llame por cobrar al número 1.202.659.7777 (24 horas, varios idiomas)

En cas d'urgence médicale, la personne titulaire de cette carte, recevra assistance. Veuillez trouver le numéro gratuit: **1.800.766.8206** si vous vous trouvez aux USA ou au Canada. Vous pouvez aussi nous joindre en téléphonant en P.C.V. en demandant le numéro suivant: 1.202.659.777. Vous serez mis en contact avec notre service international (ouvert 24 h par jour et qui parle toutes les langues)

CR24 SECURITY SERVICE

If you require general security advice before or during your travel, Control Risks Group's CR24 consultants can give the answers you need. To contact CR24, call +44-207-942-9818 or email at www.CR24@control-risks.com. (Note: This line is **not for medical emergencies**. This is a United Kingdom phone number. Please remember to use the appropriate codes to access a UK line before dialing.)

To Report a CLAIM:

Toll Free: 1-866-809-0396 ext. 6400; Fax: 1-302-476-6907
After Hours: 1-800-523-9254; Direct: 1-770-810-1130
Email: USI-FirstNoticeofLoss@ace-ina.com

Call Worldwide Assistance when:

- . You require a referral to a hospital or doctor
- . You are hospitalized
- . You may need to be evacuated or repatriated
- . You need to guarantee payment for medical expenses
- . You experience local communication problems

Worldwide Assistance can be reached at **1.800.766.8206** from the USA or Canada. Call collect **1.202.659.7777** if you are outside of the USA or Canada. Before you call, please have ready the information listed under ATTENTION on the reverse of this card.

Please note that this is not a credit card or medical insurance card. In addition, Executive Assistance® is not available for travel within the USA.

The Following assistance is provided by worldwide assistance:

Medical Assistance including referral to a doctor or medical specialists, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation, and return of mortal remains.

Personal Assistance including pre-trip medical referral information, emergency medication (while on trip), embassy and consular information, lost document assistance (while on trip), emergency message transmission, emergency cash advance (while on trip), referral to a lawyer (while on trip), translator /interpreter access (while on trip), medical benefits verification and medical claims assistance (while on trip).

Travel Assistance including emergency travel arrangements, return of traveling companion / dependents, and return of vehicle.

This information card is intended to provide a brief outline of the assistance service provided to employees of insureds who have purchased assistance service as part of the International Advantage® insurance policy. *The availability of services for you is subject to the terms and conditions of the policy issued to your employer.* Coverage is underwritten by members of ACE USA International Advantage. Worldwide Assistance makes every effort to refer you to appropriate medical and other providers. We cannot, however, be responsible for the quality of results of services provided by the independent providers. Services may be provided by a third party vendor. Services shall not be available if the employer or the policy limit exceeded.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

In all cases, the medical professional, the medical facility and /or attorney suggested by Worldwide Assistance or services provided directly to the eligible person pursuant to this Agreement are not employees or agents of Worldwide Assistance, and the final selection of the medical professional, medical facility, or legal counsel is your choice alone. Worldwide Assistance assumes no responsibilities for any medical advice or legal counsel given by the medical professional and/or attorney, nor shall Worldwide Assistance be liable for the negligence or other wrongful acts or omissions of any of the legal and/or health care professionals providing direct services pursuant to this Agreement. The Subscriber shall not have any recourse against Worldwide Assistance by reason of its suggestion of or contract with a medical professional and/or attorney.

Control Risks Group Services

In addition to providing general security advice via CR24, Control Risks Group can also provide the following services:

- > **CityBrief** – online travel security information (www.citybrief.com with your UserID and password required)
- > Urgent Security advice and action to crisis response situations such as kidnap, extortion, and illegal detention (call your CR24 security number)
- > Risk assessments, physical & personal security, investigations, and crisis management planning & training (call **1.202.449.3330**)

Note: Costs for Control Risks Group's **CityBrief** and general security through CR24 are included in your policy. All other Control Risks Group services are available to ACE USA policyholders.