Whether traveling for business or pleasure, you have worldwide emergency travel assistance in your suitcase.

No one anticipates falling ill or sustaining an injury when traveling cross-country or across the globe, but unexpected emergencies do occur. Whether your travel is for business or personal reasons, our worldwide emergency travel assistance program goes with you when you travel to a foreign country or just 100 or more miles from home. Help is just a phone call away — day or night — if you, your spouse or your dependent children need immediate assistance anywhere in the world.

Accidents happen, but we’ve got you covered.

Jack and his wife, Angelica, were enjoying their sunny vacation in Puerto Vallarta, Mexico, when Jack took a bad spill while water skiing. He was rushed to the nearest hospital and diagnosed with a serious spinal injury. Angelica called her assistance provider and spoke with a medical coordinator who recognized quickly that Jack would need a higher level of care than the local facility could offer, so the coordinator arranged for Jack’s unimpeded admission to the leading hospital in Mexico City. Paramedics stabilized Jack for transport, and he was air-lifted with a team of medical professionals and his wife by his side. Following successful spinal surgery there, Jack and Angelica were flown home with a medical escort, courtesy of the assistance company.

Services are available for simple to extreme travel emergencies:
- hospital admission guarantee
- emergency medical evacuation
- critical care monitoring
- medical consultation and evaluation
- medical repatriation
- emergency message service
- transportation for a friend or family member to join the hospitalized patient
- care of minor children
- emergency trauma counseling
- prescription assistance
- assistance in the return of a vehicle
- legal and interpreter referrals
At any hour of the day, one simple phone call will connect you to:
- multi-lingual, medically certified crisis management professionals
- a state-of-the-art global response operations center
- qualified medical providers around the world

The Unum worldwide emergency travel assistance program is provided by Assist America Inc., with no geographical or pre-existing condition exclusions, and no exclusions on scholastic, professional or adventure sports. Assist America arranges and pays for 100% of the services provided without any caps or charge-backs either to the employer or the employee.

All services must be arranged and paid for by Assist America. No claims for reimbursement are accepted. Call the number on your emergency travel assistance wallet card if you have a travel emergency. If you have misplaced your wallet card, contact your human resources department and ask for a replacement.

Learn more about your worldwide emergency travel assistance program at unum.com/travelassistance