



## STARLINE TRAVEL ASSISTANCE

*Wallet Card*

**GROUP #ER-086**

As an eligible person who is covered under an accident insurance policy administered by StarLine, you and your eligible dependents are provided with the STARLINE TRAVEL ASSISTANCE program.

We live in a highly connected world where frequent domestic and international travel is the norm. STARLINE TRAVEL ASSISTANCE offers you enhanced security for your leisure and business trips. You and your dependents will have toll-free or collect-call access to the STARLINE TRAVEL ASSISTANCE Global Response Center as well as access to the website, 24 hours a day, 7 days a week—from anywhere in the world. All services must be coordinated and provided by On Call International (hereinafter known as “On Call”).

At any time before a trip or when traveling more than 100 miles from home, you may contact STARLINE TRAVEL ASSISTANCE for emergency assistance services. It is recommended that you keep a copy of this summary with your travel documents. Use the wallet card on the following page to have convenient access to the numbers that you need.

The six types of services available are: Pre-Trip Assistance, Emergency Personal Assistance, Medical Assistance, ID Theft Recovery, Medical Emergency Transportation, and Political and Natural Disaster Evacuation. Please refer to the Description of Services for details as there are situations where services will not be provided and limitations do apply.

### **PRE-TRIP ASSISTANCE SERVICES**

- *Immunization requirement information*
- *Visa and passport requirements*
- *Foreign exchange rates*
- *Embassy/consular referral*
- *Travel warnings and advisories*
- *Temperature and weather conditions*
- *Destination Information*

### **EMERGENCY PERSONAL ASSISTANCE SERVICES**

- *Urgent message relay*
- *Interpretation/translation services*
- *Emergency travel arrangements*
- *Recovery of lost or stolen luggage*
- *Advance of funds from family, banks or other sources*
- *Legal assistance and/or bail bond*

### **MEDICAL ASSISTANCE SERVICES**

- *Medical referrals for local physicians and dentists*
- *Medical case monitoring and insurance coordination*
- *Prescription assistance and eyeglass replacement*
- *Arrangement and payment of emergency medical services*
- *Hotel convalescence arrangements following medical treatment*

### **ID THEFT RECOVERY SERVICES**

- *Cancellation of Lost or Stolen Credit Cards*
- *Fraud Alert Reporting*
- *Cash Advance Assistance*
- *Emergency Replacement of Lost or Stolen Identification*
- *Identity Theft Information*

### **MEDICAL EMERGENCY TRANSPORTATION SERVICES**

- *Emergency Medical Evacuation*
- *Medically Necessary Repatriation*
- *Return of Mortal Remains*
- *Visit by Family Member or Friend*
- *Traveling Companion Transportation*
- *Return of Dependent Children*
- *Vehicle Return*
- *Emergency Pet Return*

### **POLITICAL AND NATURAL DISASTER EVACUATION SERVICES**

- *Emergency Political Evacuation/Repatriation*
- *Natural Disaster Evacuation*



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Contact On Call 24 hours a day, 7 days a week for: Pre-Trip Assistance, Emergency Personal Assistance, Medical Assistance, ID Theft Recovery, Medical Emergency Transportation, and Political and Natural Disaster Evacuation Services.

**In the US, Toll Free: 866 509 7709**

**Worldwide, Collect: 603 328 1702**

Email: [mail@oncallinternational.com](mailto:mail@oncallinternational.com)

Web: <http://starline.cc.oncallinternational.com>

Username: StarLine

Password: Assistance!



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If you need emergency or pre-trip services, use the contact information on the reverse and identify yourself as an eligible participant in the STARLINE TRAVEL ASSISTANCE program.

You will be asked to provide some additional information in order to confirm your eligibility and once verified, On Call will provide the services previously described.

**Please note:** All services must be coordinated and provided by On Call. No claims for reimbursement will be accepted.



Accident Insurance Policies administered by StarLine, 804 Main Street, Suite 2A, Osterville, MA 02655.  
(Contact: 508-495-0882 and/or [www.starlinegroup.com](http://www.starlinegroup.com)).

Travel Assistance Services provided by On Call International, 11 Manor Parkway, Salem, NH 03079.  
(Contact: 866-509-7709 and/or [www.oncallinternational.com](http://www.oncallinternational.com)).