Kettering University

2011-2012

Travel Assist

Travel Assistance Services

* 24-hour Emergency Telephone Assistance

This Plan is designed for students who travel 100 miles or more from home or in a foreign country that is not the country of permanent residence

* Emergency Medical Transportation Service
* Emergency Evacuation
* Medically Necessary Repatriation
* Repatriation of Remains
* Medical Assistance
* Pre-Trip Assistance

TRAVEL ASSIST

Procedures on How to Access Travel Guard's 24-hour Assistance Call Center

How to Contact Travel Guard:
* Inside the US and Canada, dial 877-249-5362 toll-free.
* Outside the US and Canada:
  - Request an international operator.
  - Ask the international operator to connect to an AT&T operator.
  - Request the AT&T operator to place a **collect call to the USA at 715-295-9625.**
* Our fax number is 262-364-2203.

When to Contact Travel Guard:

* Call Travel Guard when you require medical assistance or have a medical emergency.
* Call Travel Guard for all non-medical situations (lost luggage, lost documents, legal help, etc.).
* Call Travel Guard whenever there is a question.

Travel Guard is available 24-hours-a-day/7-days-a-week/ 365-days-a-year.

Our multi-lingual/multi-cultural Travel Assistance Coordinators (TACs) are trained professionals ready to help you should the need arise while you are traveling or away from home.
The Travel Guard Medical Staff consists of full-time, on-site Registered Nurses and Emergency Physicians who work as a team to provide the best outcome for our clients. This team is directed by a dedicated Medical Director (MD) and Manager of Medical Services (RN). Nursing staff is on-site 24-hours; a physician has daily responsibility for a 24-hour period and is on-site during daytime hours.

What information will you need to provide to Travel Guard when you call:

* Advise Travel Guard your Claims Administrator is Maksin Management Corp.
* Provide your Policy number: CAS9492101.
* Advise Travel Guard regarding the nature of your call and/or emergency. Be sure to provide your contact information at your current location in the event Travel Guard needs to call you back.

Description of Services

Information/General: These services include advice and information regarding travel documentation, immunization requirements, political/environmental warnings, and information on global weather conditions. Travel Assist can also provide information on available currency exchange rates, local Bank/Government holidays, and, by implementing our databases with the information, provide ATM and Customer Service locations to clients. Travel Assist also provides emergency message storage & relay and translation services.
* Visa & Immunization
* Weather & Exchange Rates
* Environmental & Political Warnings

Technical: These services provide assistance to members in the event of lost or stolen luggage, personal effects, documents and tickets. Travel Assist can arrange cash transfers & vehicle return in the event of illness or accident, provide legal referrals, and help with arrangements for members who encounter en-route emergencies that force them to interrupt their trips.
* Legal Referral
* Embassy/Consulate Information
* Lost/Stolen Luggage & Personal Effects Assistance
* Lost Document Assistance/Cash Transfer Assistance
* En-route Travel Assistance
* Claims-related Assistance
* Telephone Interpretation

Medical: These services are the most complicated of those offered and can last up to several weeks. They involve Travel Guard's Medical Staff in addition to other network providers and often include post-case payment/billing coordination on the traveler's behalf. These services include physician/dental/hospital referral, medical case monitoring, shipment of medical records and prescription medications, medical evacuation, repatriation of remains, and insurance/claims coordination.

Medical Assistance:
* Medical Referral
* Out-patient Assistance
* In-patient Assistance

Medical Transport:
* Evacuation - $25,000 Maximum Benefit
* Repatriation of Mortal Remains - $25,000 Maximum Benefit

Fill out form below, detach and return to:
The Maksin Group - College Premium
PO Box 71331
Philadelphia, PA 19176-1331
Retain Travel Assist Plan information for your records.

KETTERING UNIVERSITY TRAVEL ASSIST ENROLLMENT CARD 2011 - 2012 POLICY NUMBER: TGA0000042

Student's Name _____ Last _____ First _____ MI

Date of Birth _____ Month _____ Day _____ Year _____ Gender _____ Male or Female

ID Number _____

Telephone Number _____ Email Address _____

Mailing Address _____ Street _____ Apt. # _____

City _____ State _____ Zip _____

I have carefully read the leaflet and elect to enroll as indicated. Rates are not pro-rated. Remittance in the amount of $ 48.00 is enclosed.
Payment by ___ check or ___ money order.
Premium must be remitted with this enrollment card. Make check payable to National Union Fire Insurance Company of Pittsburgh, Pa. and return along with this form to:
The Maksin Group - College Premium, PO Box 71331, Philadelphia, PA 19176-1331. Please read the Travel Assist leaflet for important information.

Coverage Period: 12:01 AM 7-1-11 to 11:59 PM 6-30-12 Premium: $48.00
Coverage will be effective the date premium is received by The Maksin Group or the effective date of the Coverage Period, whichever is later.
Coverage terminates 11:59 PM on 6-30-12 regardless of your effective date.
Signature _____ Date _____