



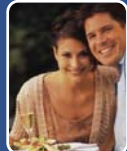
Welcome to Student Assist

Below you will find important information about the services your group has provided to you.
For more information, please call 877-249-5362



LiveTravel® Emergency Assistance

Student Assist keeps you on the move. A unique service that is like having a dedicated around-the-clock travel counselor just a phone call away to solve last-minute travel problems or emergencies.



Concierge Services

You receive the comfort, care, and attention of Student Assist's personal assistance coordinators available 24/7 to respond to virtually any request — large or small.



Worldwide Travel Assistance

Travel is never a hassle with this complete suite of travel help. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information.



Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to your medical needs anywhere in the world.



Security Assistance

You can feel safe and secure with Student Assist's Security Assistance at home or while traveling.

- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside Assistance
- Rental Vehicle Return
- Guaranteed hotel check-in

- Laundry services
- Fast food delivery assistance
- Event Ticketing
- Wireless device assistance
- Tutor Finder
- Housing assistance
- Latest sports scores and schedules
- Bar / Restaurant / Nightclub arrangements
- Flight arrangements
- Ground transportation coordination / Taxi Services
- Movie and theater information
- Restaurant referrals and reservations
- Latest worldwide weather and ski reports
- Find, wrap, and deliver one-of-a-kind gifts
- Special occasion reminders

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Long-distance calling cards for worldwide telephoning
- Inoculation information
- Embassy or Consulate Referral
- Currency Conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Worldwide public holiday information

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- Medical evacuation quote
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical Payment Arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement

SECURITY:

- Security evacuation assistance
- Immediate 24-hour support services
- Security and safety advisories, global risk analysis and consultation specialist
- Urgent message alert and relay
- Confidential storage of personal and medical profile for use in emergency situations
- On-line security web information

IDENTITY THEFT:

- Assist Identity theft victim by ordering and reviewing credit bureau records on their behalf
- Investigate financial accounts where identity theft is suspected
- Interact with law enforcement to pursue prosecution of criminals
- Review account activity to identify any suspicious activities
- Review and resolve victim's issues

*Identity theft services are not available to residents of New York State.