

Travel Assistance



**Lincoln**  
Financial Group<sup>SM</sup>

FOR GROUP BENEFITS

# *TravelConnect*<sup>SM</sup> travel assistance services

Travel more and worry less

Hello future.<sup>®</sup>



## *TravelConnect*<sup>SM</sup> services just made travel easier

As part of your employee benefits package, your Lincoln Financial Group® life insurance coverage includes our *TravelConnect* program, which focuses on travel, medical and safety-related services you may need while traveling. Lincoln Financial has partnered with FrontierMEDEX, a worldwide leader in travel assistance, to make this valuable benefit available.

The *TravelConnect* benefit is provided at no additional cost to you and includes a wealth of services when traveling just 100 miles or more from home. Services are provided for both business and leisure travel. Whether you want the weather forecast for your destination or need emergency medical help halfway around the world, FrontierMEDEX has the staff and resources to provide support 24 hours a day, seven days a week.

Use the services as much or as little as you need.

### **Comprehensive coverage**

#### **A sampling of our services:**

*Medical evacuation and transportation.* In a medical emergency, FrontierMEDEX will arrange and pay for transportation of the patient to the nearest medical facility able to treat the illness or injury. Once the patient is able to travel home, FrontierMEDEX will arrange and pay for the trip.

*Dependent child transportation.* If a medical emergency leaves no parent available, FrontierMEDEX will either arrange and pay for the child's trip home or arrange and pay for a family member to travel to and care for the child.

*Treatment monitoring.* FrontierMEDEX acts as the care manager when the traveler has a medical emergency. The role of FrontierMEDEX varies from case to case: They can request medical records and have them reviewed by their medical director to ensure the treatment is appropriate; they could act as an intermediary; they could provide medical translation services for the patient and/or family; or they could act as the communication conduit between the patient and their family back home.

**We also provide these services:**

- Destination info—weather, currency and more
- Emergency travel arrangements and funds transfer
- Lost or stolen travel documents assistance
- Language translation services
- Medical and dental referrals
- Assistance with corrective lenses or medical device replacement
- Arrangement for the delivery of medications, vaccines or blood
- Updates to family, employer and/or home physician
- Repatriation of a deceased traveler
- Security and political evacuation assistance

Detach the card below, and keep it with you while traveling for quick reference to FrontierMEDEX toll-free numbers worldwide.

**Travel with confidence**

**FrontierMEDEX ID: 322541**

**Group name: Lincoln Financial Group**

Notice to Physicians/Hospitals:

Call FrontierMEDEX immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, e-mail for assistance: [operations@frontiermedex.com](mailto:operations@frontiermedex.com)

[www.frontiermedex.com](http://www.frontiermedex.com)

**FrontierMEDEX**  
GO FURTHER. DO MORE.

**Travel assistance services are subject to specific terms, conditions and limitations. A program description is available at [www.Lincoln4Benefits.com](http://www.Lincoln4Benefits.com). To use *TravelConnect*<sup>SM</sup> services, call FrontierMEDEX at 800 527-0218 or 410 453-6330, and provide them with ID number 322541.**

*TravelConnect*<sup>SM</sup> services are provided through FrontierMEDEX in Baltimore, MD (in WA and OR underwritten by ACE Insurance Company, Philadelphia, PA). Both are separate, independent contractors and are not Lincoln Financial Group<sup>®</sup> companies. Each independent company is solely responsible for its own obligations. Coverage is subject to actual policy language and specific terms, conditions and limitations.

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[www.LincolnFinancial.com](http://www.LincolnFinancial.com)



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Affiliates are separately responsible for their own financial and contractual obligations.

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**Order code: GP-TRAV-SJM001**

**FrontierMEDEX EMERGENCY RESPONSE CENTER:  
United States, Baltimore, MD 1-410-453-6330**

**TOLL-FREE ACCESS**—The numbers below must be dialed from within the country. If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center COLLECT.

Australia:	1-800-127-907	Italy, Vatican City and San Marino:	800-877-204
Austria:	0-800-29-5810	Japan:	00531-11-4065
Belgium:	0800-1-7759	Mexico:	001-800-101-0061
Brazil:	0800-891-2734	Netherlands:	0800-022-8662
China (northern regions):	108888*800-527-0218	New Zealand:	0800-44-4053
China (southern regions):	10811*800-527-0218	Philippines:	1-800-1-111-0503
Dominican Republic:	1-888-567-0977	Portugal:	0800-84-4266
Egypt (inside Cairo):	2-510-0200*877-569-4151	Singapore:	800-1100-452
Egypt (outside Cairo):	022-510-0200*877-569-4151	South Africa:	0800-9-92379
Finland:	0800-114402	South Korea:	00798-1-1-004-7101
France and Monaco:	0800-90-8505	Spain:	900-98-4467
Germany:	0800-1-811401	Switzerland and Liechtenstein:	0800-55-6029
Greece:	00-800-4412-8821	Thailand:	001-800-11-471-0661
Hong Kong:	800-96-4421	Turkey:	00-800-4491-4834
Indonesia:	001-803-1471-0621	United Kingdom:	0800-252-074
Ireland:	1-800-409-529	U.S., Canada, Puerto Rico, U.S.	
Israel:	1-809-41-0172	Virgin Islands and Bermuda:	1-800-527-0218

\* Dial the first portion of the phone number, wait for tone, and then dial remaining numbers.