

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 MEDEX Assistance Corporation, 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, MEDEX 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, MEDEX will arrange and pay for the transportation of the patient to the nearest medical facility able to treat the illness or injury. Once the patient is able to travel home, MEDEX will arrange and pay for the trip.

*Dependent child transportation.* If a medical emergency leaves no parent available, MEDEX 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.* MEDEX acts as the care manager when the traveler has a medical emergency. The role of MEDEX 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. 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 MEDEX toll-free numbers worldwide.

**Travel with confidence**

**MEDEX ID: 322541**

**Group Name: Lincoln Financial Group®**

Notice to Physicians/Hospitals:  
Call MEDEX 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@medexassist.com](mailto:operations@medexassist.com).

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



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

*TravelConnect*<sup>SM</sup> services are provided through MEDEX Assistance Corporation in Towson, MD (in WA and OR underwritten by Arch Insurance Company, a Missouri corporation, NAIC #11150, with executive offices located in New York, NY). 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.

©2010 Lincoln National Corporation

150 N. Radnor-Chester Road  
Radnor, PA 19087

**Hello future.<sup>®</sup>**

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



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

Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates.

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

ECG 11/10 **Z01**

**Order code: GI-TRAV-SJM001**

## MEDEX 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.