

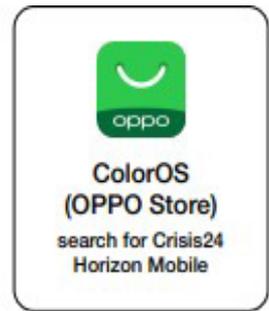


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response@crisis24.com

# Medical, Security & Evacuation Assistance for Suffolk University

## Before you go...

- Download the **Crisis24 Horizon Mobile** app from your app store.
- Sign in using your **Suffolk University email address**.
- Save the **Crisis24 Assistance Line** contact information in your mobile phone, and/or print and carry your **plan ID card**.



## What Are the Benefits of Horizon?

- **Alerts** of threats and disruptions - Set up notifications and stay informed!
- **Risk Ratings and Location Intelligence** of safety & security issues in countries, provinces, and cities worldwide.
- Awareness of **Threat Zones** - areas within cities and regions that are of higher risk than the surrounding areas - such as high-crime neighborhoods.
- **Advice Sheets** to mitigate a range of safety and security issues.
- **24/7 Hotline** and **Crisis Signal on the mobile app** to use in times of need.

## Plan ID Card

<p><b>Crisis24 Global SOS</b></p> <p><b>Organization:</b> Suffolk University</p> <p><b>Travel Accident Policy:</b> Chubb/Administrative Concepts Inc. (ACI)</p> <p><b>Travel Accident Policy Number:</b> GLM N14287206</p> <p>For any questions pertaining to your insurance plan, including provider referrals and eligibility verification, please contact ACI at 1-888-293-9229 or email <a href="mailto:intlassist@acitpa.com">intlassist@acitpa.com</a></p>	<p><b>Crisis24 24-hour Assistance Line</b></p> <p><b>+1 857-343-8107</b></p> <p>+1 866-870-9281 (Toll free)</p> <p><a href="mailto:response@crisis24.com">response@crisis24.com</a></p> <p>Contact Crisis24 for any advice, support, or emergencies during your trip.</p>
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## **Pre-travel assistance...**

- Passport and Visa Information and Requirements
- Health Hazards Update
- Inoculation and immunization requirements
- Temperature and weather information
- Consulate and Embassy Locations
- Cultural and other events

## **While you're traveling...**

### **Medical Assistance**

- 24-hour access to physicians who provide emergency and routine medical advice
- 24-hour access to medical information, referrals, and emergency assistance
- Emergency medical evacuation\*
- Repatriation for medical treatment\*
- Repatriation of human remains\*\*
- Assistance with documentation for insurance claims
- Medical, dental, and counseling referrals\*
- Medical expenses guarantee and payment\*
- Arranged transportation and accommodation for accompanying family members\*
- Dispatch of prescription medication and medical equipment\*

### **Security Assistance**

- Access to security advice and consultations
- Security evacuation assistance\*\*
- Travel Assistance
- Legal referrals\*
- Lost document advice and assistance\*
- Emergency translation services\*

*\*You and/or your insurance company may incur a charge if services rendered by a third party are above coverage terms and limits.*

*\*\*Security evacuation costs are covered if the evacuation is deemed necessary and facilitated by Crisis24.*