

# CHUBB'S TRAVEL ASSISTANCE SERVICES

## PORTAL FAQ'S



### WHAT IS THE CHUBB TRAVEL ASSISTANCE PORTAL?

Chubb's Travel Assistance Portal features information and tools to support travelers before and during their trips abroad. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Mitigation tips and consulate contacts
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- News and real-time security alerts
- General travel tips

A variety of tools have also been integrated within the portal to minimize inconvenience during trips and support travelers in an emergency. These include:

- Drug translator which can be used to find the foreign equivalent of a US drug
- Medical terms translator to facilitate communicating with medical personnel in foreign locations
- Medical provider search to look up hospitals and doctors in a given locale
- International calling code search and obtain the code to dial from one country to another
- Call Me Back feature so that travelers can contact Chubb's Assistance Provider and receive a call back within a defined time, particularly useful if you have difficulty calling collect or making international calls
- Emergency number look up for finding the foreign equivalent of 911

The portal also includes a personalized MyTrips feature that allows you to enter upcoming trips or import them from TripIt so that destination content is automatically displayed based upon logging in.

### HOW DO I GET ACCESS TO THE SITE?

Please go to the URL listed below and click on the "Sign Up Now" link in the gray box on the right. This will take you to a registration page where you can register for the site using the below Group ID and Activation Code .

URL:	<a href="http://www.acetravelassistance.com">www.acetravelassistance.com</a>
Group ID:	aceah
Activation Code:	security

Once registered, an automated e-mail will be sent to the e-mail you used to register. Please confirm your registration by clicking on the link provided within the communication. From there, you may access the site at any time using the login and password you established during the initial registration.

### WHAT ARE THE BENEFITS OF INDIVIDUAL USER REGISTRATION?

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience, both through personalized content (e.g. MyTrips) and servicing (e.g. Call Me Back feature).

### WHAT IS THE PURPOSE OF THE GROUP ID AND ACTIVATION CODE?

The Group ID and Activation Code are used to manage access and provide reporting. Each unique Group ID and Activation Code allows for controlling the access to the unique Group ID and Activation Code (e.g. deactivating the site) as well as the ability to report on the users within that unique Group ID and Activation Code. Both are only required once upon initial registration.

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## WHAT SHOULD I DO IF I HAVE FEEDBACK?

If you have feedback or technical issues to share, please complete the form located on the Contact Us page within the Travel Assistance Portal. We will look into the matter and get back to you should you request a follow up communication.

## WHAT IS THE CALL ME BACK FEATURE?

Customers are now able to submit their requests directly to Chubb's Assistance Provider via the portal's Call Me Back functionality. It is intended for customers who need assistance while traveling but may be unable to make a collect call or for any other reason cannot get through. In order to use Call Me Back, the customer must be registered and will need to submit a simple form found on the Call Me Back page. Upon completion, an e-mail notification will be generated to Chubb's Assistance Provider's Operations team.

## WHAT IS THE DRUG TRANSLATION TOOL?

The Drug Translation tool will help users find the foreign equivalent of a US brand name or generic drug, should they need to obtain the drug while traveling. It provides the equivalent name for more than 7,000 brand name and generic prescription and over-the-counter drugs for 115 countries.

## WHAT IS THE MEDICAL PHRASEBOOK?

The Medical Phrasebook is a translation tool which enables users to overcome potential language barriers should a medical situation arise while abroad. It is designed to allow users to describe their medical issue to a medical professional as well as to understand what they may advise them.

Simply select a symptom and the language in which the translation is required and the tool will provide the relevant information in both English and the requested language. The list of phrases covers the most common ailments or symptoms. These are available in eight languages: English, French, German, Spanish, Italian, Russian, Arabic and Mandarin and also provides sound files so users can hear how the results are pronounced.

## WHAT IS THE FIND A MEDICAL PROVIDER TOOL?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) both internationally and within the US. This information is acquired from an international database, which currently supplies nearly 4,000 provider records and a US database, which offers details on about 98,000 facilities and 450,000 physicians. Users can look up coordinates for a provider of choice as well as directions. They can also submit ratings and review providers from whom they have received services.

## HOW DOES THE MYTRIPS FEATURE WORK?

MyTrips allows users to get security and risk information on their upcoming destinations immediately upon log in, without having to use the Find Locale tool. Users can either import their already existing travel plans from TripIt or manually add their upcoming trips which will appear on the home page each time they log in until the trip dates have passed. From the home page, users can then click the Show Locale Detail link to quickly get the destination information and easily toggle between upcoming trips.

## DO USERS HAVE TO HAVE ACCESS TO TRIPIT TO MANAGE THEIR TRIPS?

No. Users can add their itineraries manually by clicking the "add manual" button from the home page dashboard. The option to sync their TripIt account with the site is provided as a convenience to users.

## DO YOU HAVE AN APP?

Chubb's Travel Risk Portal is mobile optimized and can be accessed on any device using iOS, Android or Windows operating system. The mobile site has all of the same features available on the desktop with certain sections of the site accessible for viewing even if your offline. Once you have registered for the portal using a desktop, you may visit the mobile site by accessing the same URL ([www.acetravelassistance.com](http://www.acetravelassistance.com)) on your phone and using your personalized log-in information.

# Travel Assistance Portal

New User Registration

The screenshot shows a web browser window with the URL <https://eservices.europassistance-usa.com/sit>. The page features the Europ Assistance logo on the left and the CHUBB logo on the right. The main content area is titled "Welcome to Chubb Travel Assistance" and contains several paragraphs of text and a bulleted list of services. On the right side, there is a dark grey "CHUBB A&H LOG IN" form with fields for "Email" and "Password", a "Forgot Password?" link, and a "LOGIN" button. Below the login form, a red box highlights the text "Not Registered? Sign Up Now" and "Who Register?". Below this box is a section titled "PROBLEMS LOGGING IN?" with a partially visible paragraph.

New Users should click "Sign Up Now" to begin registration to gain access to the Portal

Register User | Travel Risk In... x

Convert Select

europ  
assistance  
you live we care

CHUBB

### Register

Please complete the fields below to create your new account. Account registration is required for security purposes and to provide an individualized experience for site users.

#### Group ID

NOTE: All fields below are required

You should have received an email with a Group ID and activation code. This information is required to activate your access to our online services.

This site is available to members only. Your Group ID and activation code will be used to verify your eligibility and program details.

Group ID *	Activation Code *
aceah	security

#### Your Information

Please enter the basic information needed below. This information will be used to access your account information online. It will not be shared with any third parties. Please review our [Privacy Policy](#) for additional details.

Prefix (Mr, Mrs, Sr) *	
Ms	
First Name *	Last Name *
Deirdre	MacArthur
Email Address *	Confirm Email Address *
dre.macarthur@chubb.com	dre.macarthur@chubb.com
Password *	Confirm Password *
.....	.....

Your password must be at least 8 characters and include at least one uppercase and one lowercase letter, one special character (e.g. &\$#, etc.) and one number.

I agree to the [Terms of Service](#)

I wish to receive commercial electronic mail from EA about site updates and improvements

REGISTER

#### CHUBB A&H LOG IN

Enter your email and password.

Email

Password

[Forgot Password?](#)

Remember Me  [LOGIN](#)

Not Registered? [Sign Up Now](#)

[Why Register?](#)

#### PROBLEMS LOGGING IN?

If you are experiencing difficulties logging in with your username and password, contact us for help using the information below:

+1 800 243 6124  
[ops@europassistance-usa.com](mailto:ops@europassistance-usa.com)

#### CONTACT EA

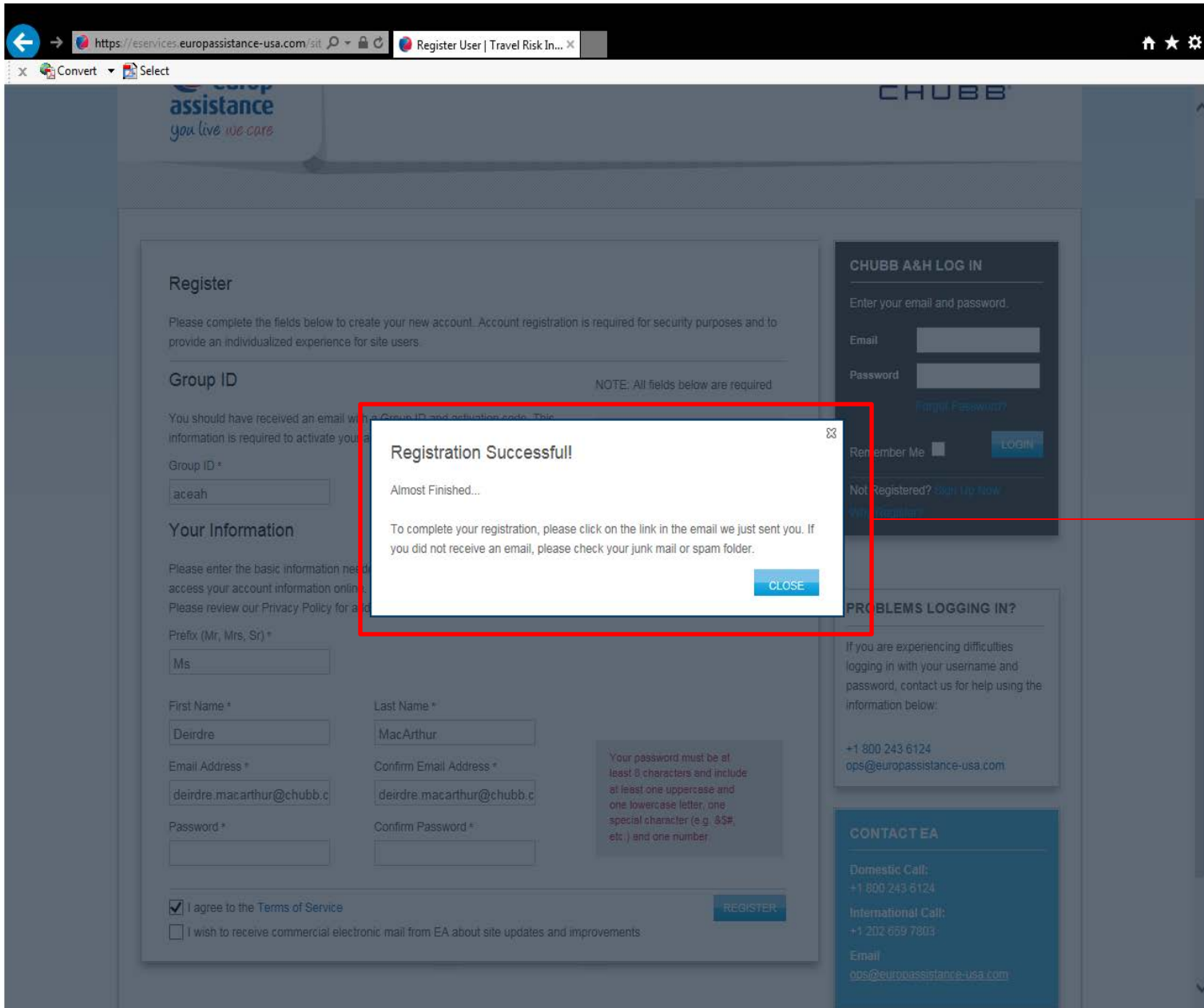
Domestic Call:  
+1 800 243 6124

International Call:  
+1 202 659 7803

Email  
[ops@europassistance-usa.com](mailto:ops@europassistance-usa.com)

Group ID:  
aceah  
Activation  
Code:  
security

Enter your  
information  
here



Box will pop up when registration is completed and will direct you to check your e-mail

Click "Access Member Site"  
This will direct  
you back to  
the Portal  
log-in page

The screenshot shows an Outlook window titled "Please confirm your registration - Message (HTML)". The interface includes a ribbon with tabs for "File", "Message", "New Tab", and "Adobe PDF". The "Message" tab is active, displaying various action buttons such as "Ignore", "Delete", "Reply", "Reply All", "Forward", "Meeting", "IM", "More", "Move to?", "Team E-mail", "Reply & Delete", "To Manager", "Done", "Create New", "Rules", "Mark Unread", "Categorize", "Follow Up", "Find", "Related", "Select", "Zoom", "Translate", and "Actions".

The email header shows the following details:

- From: Europ Assistance USA <noreply@europassistance-usa.com>
- To: MacArthur, Deirdre
- Cc:
- Subject: Please confirm your registration
- Sent: Thu 04/27/2017 8:34 AM

The main body of the email contains the following text:

Please click the link below to confirm your registration to the Europ Assistance Travel Risk Intelligence Portal. If you received this email by mistake, simply delete it.

[Access Member Site](#)

For questions, please contact [marketing@europassistance-usa.com](mailto:marketing@europassistance-usa.com).

At the bottom of the window, there is a footer area with the text: "Click on a photo to see social network updates and email messages from this person." and "Connect to social networks to show profile photos and activity updates of your colleagues in Outlook. Click here to add networks."





CHUBB

## Welcome to Chubb Travel Assistance

At Chubb, the safety and security of our travelers is our number one priority. As one of the world's few truly global insurers, we offer a local on-the-ground presence in 53 countries and have the capability to serve clients in over 170 countries worldwide. Our worldwide focus enables us to integrate the assistance service delivery process into our travel insurance plans.

We don't see insurance as a transaction. We believe travelers look to us to help them manage their travel risks. As a company doing business in an increasingly complex risk and regulatory environment, we work hard to ensure we are accessible, responsive and able to provide valuable services to help ensure your safety and security.

The Chubb Travel Assistance website is designed to provide you with the information and travel intelligence you need to help make your travel experience a safe one. Please log in to:

- Personalize your online experience
- Prepare for an upcoming trip
- Obtain destination-based information and alerts while you are traveling
- Get support in an emergency

### CHUBB A&H LOG IN

Enter your email and password.

Email

Password

[Forgot Password?](#)

Remember Me

Not Registered? [Sign Up Now](#)

[Why Register?](#)

### PROBLEMS LOGGING IN?

If you are experiencing difficulties

Enter the e-mail address and password you gave during registration. This will be your log-in information



# You will now have full access to the Chubb Travel Assistance Portal

The screenshot displays the Chubb Travel Assistance Portal interface. At the top, the browser address bar shows the URL <https://eservices.europassistance-usa.com>. The page header includes the Chubb logo and the slogan "you live we care". A navigation menu contains links for HOME, PROGRAM, LOCALE INFO, TOOLS, ALERTS, and HELP. A user greeting "Welcome back, Deirdre" is visible in the top right.

The main content area is divided into several sections:

- No upcoming trips**: A message stating "Add your next trip to personalize your tools and receive location-specific alerts." with a "+ ADD A TRIP" button.
- GLOBAL ALERTS**: A section with a search bar and filters for Country, Category, and Sort By. It lists several alerts with dates (04/27/17) and locations (Brazil, Russian..., Syria, Palestinian...).
- TRAVEL ASSISTANCE**: A section featuring a world map and a "FIND LOCALE INFO" tool with dropdown menus for Region, Country, and City.
- PROFILE PROGRESS**: A highlighted section showing a progress bar at 32% and an "EDIT" button. A red box and arrow point to this section from the right.
- TIP OF THE DAY**: A section with a "Carry a dummy wallet" tip and an image of a wallet.
- EMERGENCY HELP**: A section with a "Local Emergency Number" dropdown set to "United States" and a table of emergency numbers: Fire (911), Police (911), and Ambulance (911).

Click "EDIT" to complete your profile

# PORTAL MOBILIZATION

EA's Travel Risk Intelligence Portal is now mobile optimized and can be accessed on any device using iOS, Android or Windows operating system. The mobile site has all the same features available on the desktop site with a few enhancements:

- **Location Aware:** You can obtain destination, medical provider and calling code information for your current location in one click, by allowing the site to detect your current location.
- **Favorites:** You can designate certain locations as favorites by clicking the star icon in the Locale Info section of the site which marks the location as a favorite for quick access to this content on future visits.
- **Resources:** This is a new section that houses the Travel Information and Promotion modules from the desktop site as well as mobile-specific FAQs and content from the Home page that appears before you log in.
- **Offline Functionality:** We have made certain sections of the site accessible for viewing even if you are offline. As you navigate the site while online, content from the following sections of the site are stored or cached for viewing later offline, even without a data connection:
  - Emergency Help
  - Emergency Profile
  - Calling Codes
  - My Profile
  - Program Page
  - My Alerts
  - My Trips\*
  - My Favorites

