



WINTER 2022 TRAVEL KIT



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Innovative Assistance Solutions

SKIING FOR THE HOLIDAYS? ASSIST AMERICA IS WITH YOU!



Don't Let the Winter Season Freeze Up Your Plans! Download the free Assist America Mobile App!

Wherever your travels take you, you can conveniently access a wide range of travel emergency assistance services from your phone by downloading the free Assist America Mobile App for iPhone and Android or Scan the QR Code.



Whenever you travel away from home, we provide valuable emergency assistance services, including:



Medical Assistance

We offer medical referrals, prompt admission to a qualified hospital, medical repatriations, assistance with prescriptions that have been left behind and much more!



Travel Assistance

We take care of problems when you most need the help, whether it's arranging a compassionate visit for a loved one while hospitalized or helping locate lost luggages.



Visit us online at www.assistamerica.com

assist america[®] **a**NSWERS THE CALL

Tragedy Upends Cross-State Nevada Vacation



Awareness Briefing



Medical Monitoring



Medical Repatriation

Distance from Residence: 545 miles

Emergency: An Oregon native, Leon*, went on vacation with his family to Nevada. When they arrived to enjoy the Silver State's scenic mountain top views, Leon, his younger brother and aunt fell off the side of the peak during a hiking tour. All three family members were rushed to the nearest hospital. Leon sustained broken bones and a concussion. Leon underwent several surgeries and was stabilized. His father, Nathaniel* immediately flew to be at his bedside to help him recover. Nathaniel was informed by the attending physician that his son would require in-patient rehabilitation. During their family's tragic circumstance, Nathaniel contacted Assist America to have Leon brought back home for rehabilitation.

Response: When heartbreaking incidents occur, Assist America will take the burden off our members' shoulders during their time of need. Our team was swift to respond to Nathaniel's call and we began our medical monitoring service to ensure Leon was receiving appropriate care. Assist America's Operations Case Managers also maintained communication with Nathaniel and his treatment staff throughout the medical emergency. As Leon's healing progressed, our Operations Team arranged and paid for their repatriation back to Oregon for further care. Despite the unforeseen circumstances on their cross-state adventure, Nathaniel was appreciative of Assist America's Case Managers and of the services offered to release the burden of a stressful situation.

Note: *The content of this case study is for illustrative purposes only. For more information about Assist America's services, visit our website: www.assistamerica.com.



SUCCESS BY NUMBERS

The Assist America team is dedicated to help members during their time of need. Assist America strives to deliver exemplary customer service. We asked our members to complete a 2022 Satisfaction Survey with the following results:



Find out more by visiting us at www.assistamerica.com

assist america® SERVICE SPOTLIGHT

KEY TAKEAWAYS

- Utilize an identification tag that has your name and contact information.
- Take a picture of your luggage.
- Remember the contents of you packed belongings.
- Contact Assist America for any medical or travel-related assistance.



Lost Luggage & Document Assistance

It is always an inconvenience when a passport, travel ticket or baggage cannot be found when you travel. The solution may not be that simple as it can also result in a personal security risk. Assist America works with airlines to recover lost bags, and assist to replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.

TAG YOUR BAG

After a long holiday flight, you are excited to reach your destination. While you walk to baggage claim to pick up your luggage, you think about the plans you have set out for the next few days. It may be a nice dinner with family and friends, a concert, or even a professional sports exhibition. Whatever plans you have for the trip, you are excited and ready to leave the airport. As you wait for your bags, you notice everyone else picking up their bags. Then, the baggage carousel rotates continuously and your bags are nowhere to be found. That feeling of the unknown sets in and you realize your bags didn't arrive at your final destination.

Remain calm and contact Assist America to help you file your lost or delayed baggage report with your airline. Assist America recommends that before you leave for your trip, always remember to tag it with your name and contact information. Many travelers are now taking a picture of their luggage so they can identify and describe it to a baggage agent at the airport. Filing a report allows you to obtain a tracking number which is helpful to locate your lost luggage with the airline.

After you file a claim for your lost/delayed baggage, ask to see if you are able to receive any compensation. The compensation varies for each airline. Most airlines are required to compensate travelers for incidental expenses that may occur while bags are not in their possession. For example, if you checked in items that are essential for your trip, such as toiletries and business meeting attire, you may be entitled to compensation. The traveler should ask the airline for their lost/delayed luggage policy before leaving the airport.

Though Assist America specializes in providing medical emergency assistance, we also provide travel assistance services, so if your bags do not arrive at your final destination, file a report with your carrier immediately. After you file a claim at the airport, call or email Assist America to track your luggage and get it delivered to your destination. Peace of mind is at your fingertips 24/7 with the convenient Assist America Mobile App.

See our full list of services at www.assistamerica.com

Happy Holidays!



Seasons Greetings!

Winter travel season is here...and so is Assist America!

As a valued member, we present you a gift this holiday season while you travel with peace of mind! Wherever your travels take you, enjoy the comfort of knowing that our plethora of global emergency assistance services are conveniently accessible from the Assist America Mobile App.



Tap for Help

One-touch call to our 24/7 Emergency Operations Center



VOIP Feature

Members traveling internationally can connect via WiFi to the Operations Center 24/7



Pharmacy Locator

Members can quickly find the closest pharmacy anywhere in the U.S.



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Pack your prescriptions

Nothing replaces the real thing!



With all of the preparation of packing clothes to stuffing your electronics in your carry-on, to the toiletries in your extra luggage, everything is set to go, right? But the one essential many travelers should not go without are their daily supplements and of course, prescription medications. It's another checklist burden for many, but it's well worth preserving your health and well-being! Before you travel, take control of your trip and:

- ✓ Pack an additional dosage to cover any travel delays, as replacing prescriptions abroad may be difficult, particularly in a short timeframe. The needed medication may be unavailable or of limited quantity.
- ✓ Check your local embassy or diplomatic mission to see whether medications may be prohibited from entering their destination country. Prescription certification for some drugs can sometimes take several weeks and be a very complex procedure. To avoid delay, leave plenty of time before departure to obtain the required certification.
- ✓ Pack all medications in a carry-on luggage with their originally labeled containers and written prescriptions to minimize delays with customs officials. In addition, if carrying specifically restricted items onto aircraft, such as hypodermic syringes, you should notify customs and security officials. Carry a note from your prescribing physician on letterhead stationery for any controlled substances and injectable medications.

A counterfeit will NOT work towards your benefit!

DID YOU KNOW: The World Health Organization estimates that 10-30 percent of medicines sold in developing countries may be counterfeit, with some studies concluding that the proportion may be even higher. The problem appears to be far less common in the developed world, including the U.S., Australia, Japan, Canada, New Zealand, and Western Europe, where estimates suggest less than 1 percent of medicines sold are counterfeit.*

Substandard drugs are common in developing countries and countries with few or no rules against making or distributing counterfeit medications.

While laboratory analysis is the only reliable way to determine whether a drug is counterfeit, there are some telltale signs to be aware of:

- ✗ The drug has a strange or unfamiliar smell, taste, or color.
- ✗ Pills or tablets break apart easily.
- ✗ The packaging is of poor quality, or there are apparent problems with the labeling, such as misspelled words.
- ✗ The prescription costs very little, compared with the regular price of that particular medication.

*Source: Crisis24. (2022). Medications and travel health supplies. August 2022 Travel Newsletter.

Traveling with Diabetes or a Physical Disability

Members can be exposed to many factors that can impact their health and wellbeing. While most travelers will not experience any health difficulties, long journeys can affect those with underlying health conditions. Most travelers will be able to enjoy safe trips with adequate preparation. People with chronic conditions should ensure they are in good health before flying, and should also have a pre-travel consultation with their doctor several weeks before travel. Assist America provides peace of mind to our members and have access to a myriad of assistance services. We provide value-added support with our experienced, knowledgeable, multilingual 24-hour-a-day, 365-day-a-year Operations Center assistance coordinators.



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Spotlight on Qatar: World Cup

Winter 2022

Soccer is just the start of a great holiday!

Between November 18th and December 22nd, Qatar will be hosting the 2022 FIFA World Cup. Many Assist America members will be traveling to this stunning nation in hopes of seeing their team win. With nearly three million tickets sold, the event is expected to be a huge success. To make flights easier for travelers, the government has re-opened the old airport for easier access, in addition to having flights at the newer airport.

While soccer is the main event, Qatar offers more than just sports for visitors. Assist America understands that members need a variety of activities during their travels. Whether you want to relax at the beach, shop at the local mall, or just read a new book at the pool, we recommend three activities Doha while traveling for the 2022 FIFA World Cup.

TRAVEL

Other Qatar HIGHLIGHTS

01 SHOPPING

Souq Waqif

Visitors to Doha enjoy Souq Waqif to experience traditional shops mixed with modern stores, restaurants, and coffee shops. Just about any item is sold here. Many visitors come for the souvenirs and leave with memories.

02 HISTORY

National Museum

The National Museum of Qatar is home to a variety of archaeological and heritage objects, manuscripts, photographs, jewelry, and costumes.

03 EXPERIENCE

Falcon Souq

Interested in seeing falcons and learning about their significance in Qatar? Come learn about falconry culture. Experience up-close encounters with these treasured birds. You might even see a falcon on your flight!

If you are diabetic:



Consult with your Doctor

Share your travel itinerary with your doctor. Do not change your overall routine unless otherwise instructed by your physician.



Know Where You Are

Adjust your insulin schedule if changing timezones, particularly if crossing more than three to five timezones. Insulin-dependent travelers should check their blood sugar upon arrival in case of disruption of scheduled dosage.



Do Your Homework

Familiarize with the state of health infrastructure at your destination. Insulin-dependent travelers should research what insulin type and concentration is standard in their destination country, along with the quality and location of local hospitals. Have a contingency plan in place should you require additional stocks of insulin or other medical supplies.

If you have a disability:



Seek Accommodations

Some countries are not adequately equipped for people with disabilities and makes travel more difficult. Inform your travel agency ahead of time regarding the nature of your disability. Over the past few years, more and more tour operators have modified their offerings to better accommodate those with a disability – some tour operators now focus on accessible travel.



Research Transportation Vendors

Inquire about general transport infrastructure and other services that will be available and choose the operator that they feel will work best for your needs.



Know What Services are Available

If traveling by air, you should inquire what kind of assistance is in place at the airports you will be flying through, along with the airline's policies related to your condition, including crutches, canes, and splints.

assist america® Cares!

- Travel with a companion. If traveling alone, make sure you're prepared to handle any health-related eventualities or accessibility challenges that may arise.
- Pack additional the medication you may need during their trip to cover unexpected travel delays, damages, and losses. To avoid complications at customs, as well as to aid local doctors, keep your medications in their original packaging and carry a copy of your prescription.
- Contact your health insurance provider prior to traveling to understand how out-of-country claims are handled. Be prepared to handle medical expenses.



Souq Waqif

Al Souq St, Doha, Qatar
+974 4499 3039



National Museum

Museum St, Doha, Qatar
+974 4452 5555



Falcon Souq

EAl Souq St, Doha, Qatar
+974 4417 6949



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Have a Delightful
Thanksgiving
Holiday!



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STAY CONNECTED



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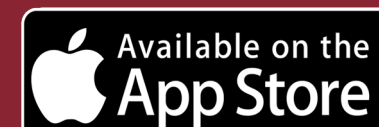


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Scan the QR code and download
the Assist America mobile app



This Thanksgiving, remember that Assist America is at your holiday feast. Instead of the turkey and mashed potatoes, we are bringing the travel fix-ins! We offer immediate medical referrals, prompt admission to a qualified hospital and much more.

Medical Emergency Services: Assist America offers medical referrals, assistance with prescriptions if you lose or forget your medication, emergency medical evacuations, repatriations and much more.

Travel Assistance Services: We take care of problems when you most need the help, whether it's helping locate lost luggage or arranging a compassionate visit by a loved one while hospitalized.

Before you leave home, make sure to download Assist America's free Mobile App for iPhone and Android. The App gives you instant access to a wide range of assistance, including:

- One-touch call to our 24/7 Emergency Operations Center
- Travel Status Indicator to know when you are eligible for services
- U.S. Pharmacy Locator
- Global Embassy Locator
- Pre-trip information, such as country-specific visa requirements, immunization regulations, and security advisories.
- Travel alerts and more!

Gobble it all up at www.assistamerica.com.