Travel Assistance

Reliance Standard



Draw on our Value Added Services.

Sure, we all expect our trips to go off without a hitch, and most times they do. However, if you experience an emergency when traveling—no matter how big or how small—you have **around-the-clock access** to On Call International's 24-hour, toll-free travel assistance services. Whether you need help with an illness or injury, lost passport, missing luggage or even a prescription refill, you can rest assured you (and your covered dependents!) have access to a personal travel emergency companion anytime you're more than 100 miles away from home.

Provided with your benefits coverage through

RELIANCE STANDARD

A MEMBER OF THE TOKIO MARINE GROUP

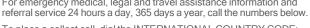


On Call International is not affiliated with Reliance Standard Life Insurance Company or First Reliance Standard Life Insurance Company. Reliance Standard is not responsible for the content of the On Call travel assistance services, and is not responsible for, and cannot be held liable for, any services provided or not provided by On Call.

Reliance Standard Life Insurance Company is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY.

On Call is not responsible for the unavailability or results of any medical, legal or transportation services. You are responsible for obtaining all services not directly provided by On Call and for the expenses associated with them.





To place a collect call, dial the INTERNATIONAL COUNTRY CODE: _______ followed by On Call's collect call number.

How Your Travel Assistance Services Work

Using your travel emergency services is a cinch! Just contact On Call International directly at (603) 328-1966 anytime you need assistance while traveling. On Call's Global Response Center is open 24 hours a day, 365 days a year and can provide the following services through your group coverage with Reliance Standard.

The following is an outline of the On Call emergency travel assistance service program. For a complete description of all services and the program terms and limitations, please request a Description of Covered Services from your employer.

Covered Services

When traveling more than 100 miles from home or in a foreign country, On Call offers you and your dependents the following services:

Inoculation requirements information Passport/visa requirements Health hazard advisory **Pre-Trip Assistance** Currency exchange rates Weather information Emergency evacuation Return of dependent children Return of vehicle **Emergency Medical** Medically necessary repatriation Return of mortal remains Visit by family member or friend **Transportation*** Return of traveling companion Urgent message relay Recovery of lost or stolen **Emergency Personal** Assistance Services Interpretation/translation services luggage/personal possessions • Emergency travel arrangements Legal assistance and/or bail bond Medical referrals for local Prescription assistance and Medical Assistance physicians/dentists eyeglasses replacement Services Include Medical case monitoring Convalescence arrangements

* The services listed above are subject to a maximum combined single limit of \$250,000. Return of vehicle is subject to \$2,500 maximum.

TO REACH ON CALL VIA INTERNATIONAL CALLING:

Go to http://www.att.com/esupport/traveler.jsp?group=tips for complete dialing instructions. It is recommended that you do this prior to departing the US, find the access code from the country you will be visiting, and note it on the front of the cut-out card so you will have the information readily available in case of an emergency. (AT&T provides English-speaking operators and the ability to place collect calls to On Call, whereas local providers may encounter difficulty placing collect calls to the US.)

Travel assistance services are provided by On Call International (On Call) under the terms and conditions of a service agreement with Reliance Standard. On Call International is not affiliated with Reliance Standard or with AT&T

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Consulate/embassy referral