GATEWAY
TRIP ASSIST

POWERED BY IMG



MERCER

Individual Travel Assistance Program

UNDERSTANDING YOUR NEEDS.
EXCEEDING YOUR EXPECTATIONS.

Since 1990, IMG has provided global benefits and assistance services to millions of customers in nearly every country. IMG has extensive experience dealing with complex, dangerous and remote medical transport and assistance. Our global reach means we can work without barriers. We're committed to being there with our members wherever they may be in the world, delivering superior support and assistance in times of need. With 24/7 medical and assistance services, multilingual staff, and knowledgeable customer service professionals, IMG is confident in its ability to provide the solutions members need, backed by the services they want.

What happens if you or a family member have a medical emergency while traveling and can't get quality care locally? Or what if you lose your travel documents and are having difficulties with language barriers? Would you know what to do? Air ambulance bills can exceed $500,000 and there's no guarantee that you'll get the help you need to get your documents restored. IMG supports you as you travel, getting you the information you need - both before you depart and after you arrive and coordinating your care, should the need arise. As a member of IMG's Individual Travel Assistance Program, you'll never travel alone again. The services outlined below are arranged by IMG and paid for as part of the program.



This is only a summary of the services offered. The actual services will be provided in a definitive agreement between IMG and the client.

This document is for informational purposes only and describes IMG's general capabilities and a broad overview of the services it offers. The actual services and payments that IMG arranges or provides for you will be determined by your services contract. IMG has procured first-dollar insurance, underwritten by a licensed third-party insurance company, to cover the cost of all services, including any medical transportation or political, natural disaster, or security evacuations. All services must be arranged and paid by IMG.

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PROGRAM OPTIONS

There are two program options. The Medical Only program includes Travel Assistance Services, Medical Assistance Services, and Medical Evacuation Services. The Medical + Security Program includes the addition of Security Services. Programs are available for both individuals and families. You may sign up for coverage for a single trip, or an annual program for coverage on multiple trips.

Services	Medical Only	Medical + Security
TRAVEL ASSISTANCE SERVICES		
Consulate & Embassy Locations	✓	✓
Emergency Cash / Bail Assistance	✓	✓
Legal Referrals	✓	✓
Lost Document Assistance	✓	✓
Pre-Trip and Cultural Information	✓	✓
Urgent Message Relay	✓	✓
MEDICAL ASSISTANCE SERVICES		
General Medical Advice	✓	✓
Inpatient and Outpatient Medical Monitoring	✓	✓
Medical and Dental Referrals	✓	✓
Prescription / Medical Device Replacement	✓	✓
Telephone Interpretation	✓	✓
MEDICAL EVACUATION SERVICES		
Emergency Evacuation	✓	✓
Medically Necessary Repatriation	✓	✓
Repatriation of Remains	✓	✓
Visit of a Family Member or Friend	✓	✓
Return of Dependent Child(ren)	✓	✓
Return of Traveling Companion	✓	✓
Vehicle Return	✓	✓
Dispatch of Physician	✓	✓
SECURITY SERVICES		
Political Evacuation		✓
Natural Disaster Evacuation		✓
Travel Intelligence Portal		✓

BE There.






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