

CHUBB'S TRAVEL ASSISTANCE SERVICES

PORTAL FAQ'S

WHAT IS THE CHUBB TRAVEL ASSISTANCE PORTAL?

Chubb's Travel Assistance Portal, Travel EYE, managed by AXA Assistance Services features information and tools to support travelers before and during their trips abroad. Travel EYE identifies and minimizes travel risks by identifying relevant security incidents that may affect travel and provides users with over 200 country and city risk profiles. Key features include:

- Health, medical, safety and security events per location
- Country and city risk ratings and profiles
- News and real-time security alerts that you can subscribe to
- General traveltips
- Access to AXA's international medical network

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

- The Travel EYE app for IOS and Android ([App Store](#) or [Google Play](#)) offers the same functionalities as the desktop platform.
- The ability to send security information and tailored digests in an email to keep you informed about latest security developments.
- Dynamic medical provider search tool to find hospitals and doctors in a given location or landmark
- Availability of the site in several languages

HOW DO I GET ACCESS TO THE SITE?

Please go to the www.acetravelassistance.net. Click on the Travel Intelligence Portal to create your account or login if you already have an account.




Emergency Medical and Travel Assistance services while traveling – anytime, anywhere

In addition to the insurance protection provided by your insurance plan, Chubb Accident & Health has arranged with AXA, our Assistance Provider to provide you with access to its travel assistance services around the world.

TRAVEL INTELLIGENCE PORTAL  <small>This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.</small>	BROCHURES & DOWNLOADS  <small>View our brochures and other useful documents.</small>	IN THE EVENT OF AN EMERGENCY  <small>Open 24/7, 365 days a year Within the USA: 1-855-327-1414 Outside the USA: 1-630-694-9704</small>
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TRAVEL INTELLIGENCE PORTAL



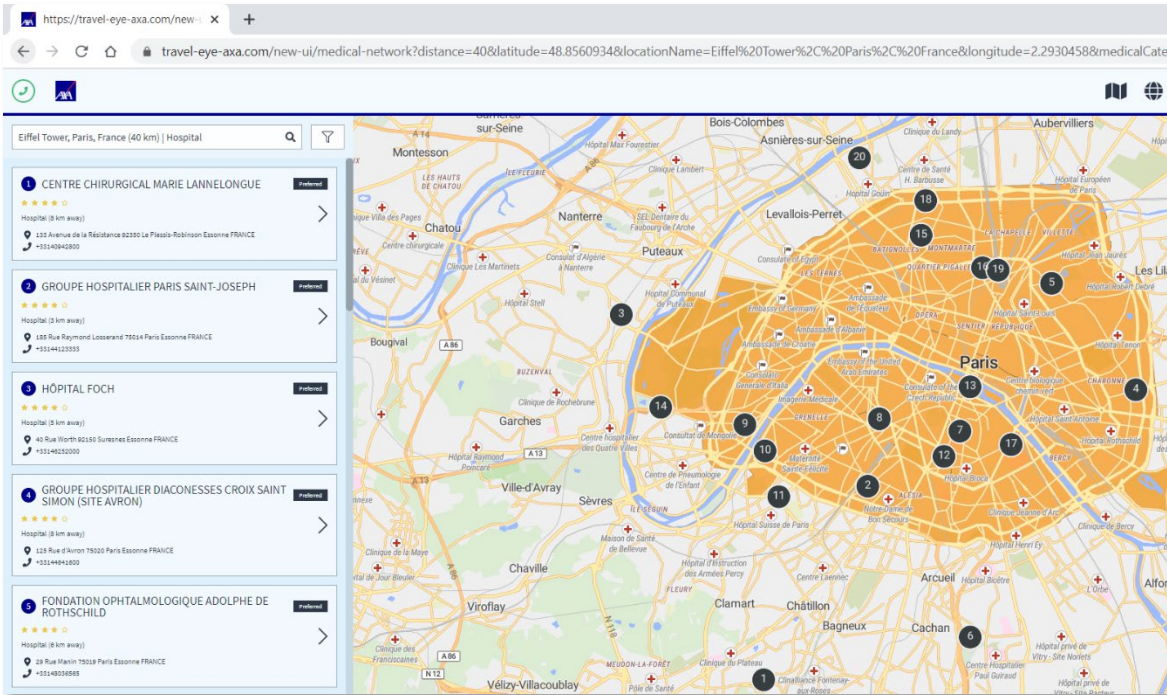
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***Please note: Our portal provider is changing June 1, 2020. Click below to learn more and register for your new account.**

[Click Here](#)

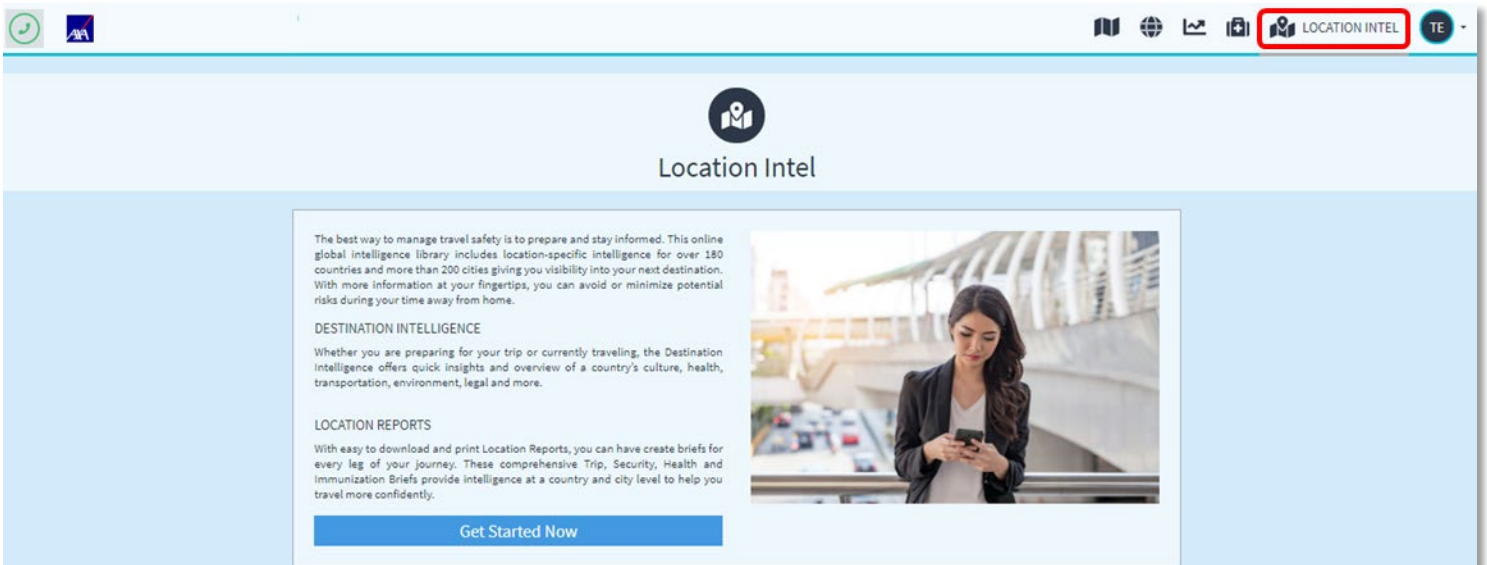
CAN I SEARCH FOR MEDICAL PROVIDERS OVERSEAS?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) internationally. This network of over 40,000 medical providers is maintained by AXA. Users can look up coordinates for a provider of choice as well as their address and phone numbers.



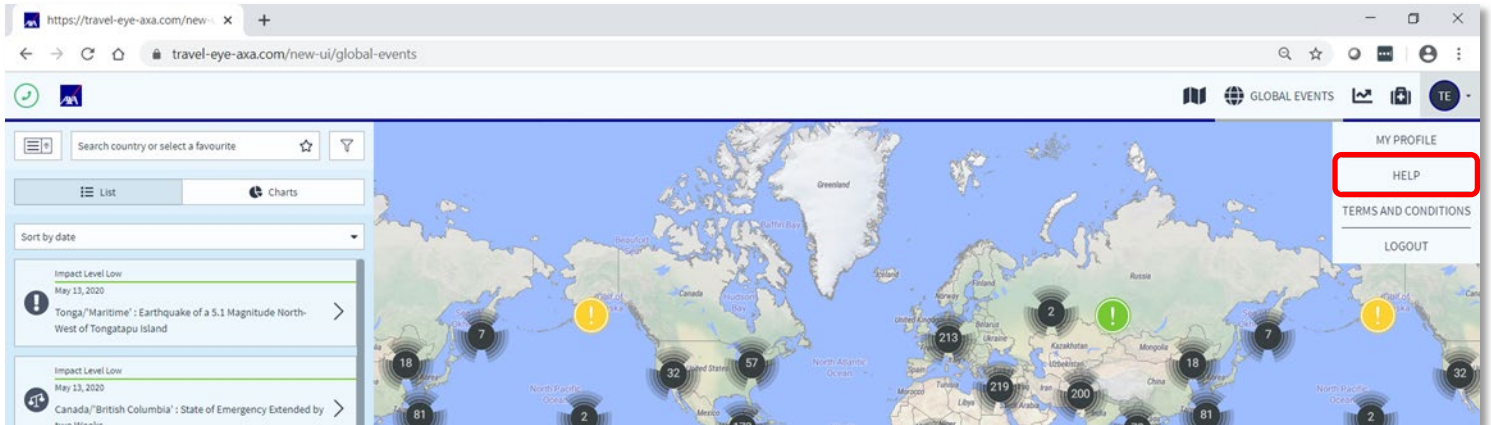
WHAT ARE LOCATION INTEL REPORTS?

Location reports allow users to create location-specific intelligence reports for 180 countries and 275 cities in 10 threat domains. Customized reports can be created by the users that include safety and security advice and travel tips for 150 topics. Health and immunization reports are also available to keep users abreast of up-to-date recommendations before or during travel.



IS THERE A USER GUIDE AVAILABLE?

Yes! A user guide can be found on the site. Go to your Profile and click on “HELP” to access the detailed guide.



HOW IS TRAVEL EYE MANAGED?

Travel EYE is managed by a dedicated team of analysts who permanently enrich and update the Portal using the most reliable sources. There is an international team of network specialists and in-house doctors who assess and validate a worldwide network of over 40,000 medical providers. There are also alerts 24 hours a day, 365 days a year powered by our security consultant, one of the leaders in the security market for intelligence and risk analysis.

WHAT ARE THE BENEFITS OF INDIVIDUAL USER REGISTRATION?

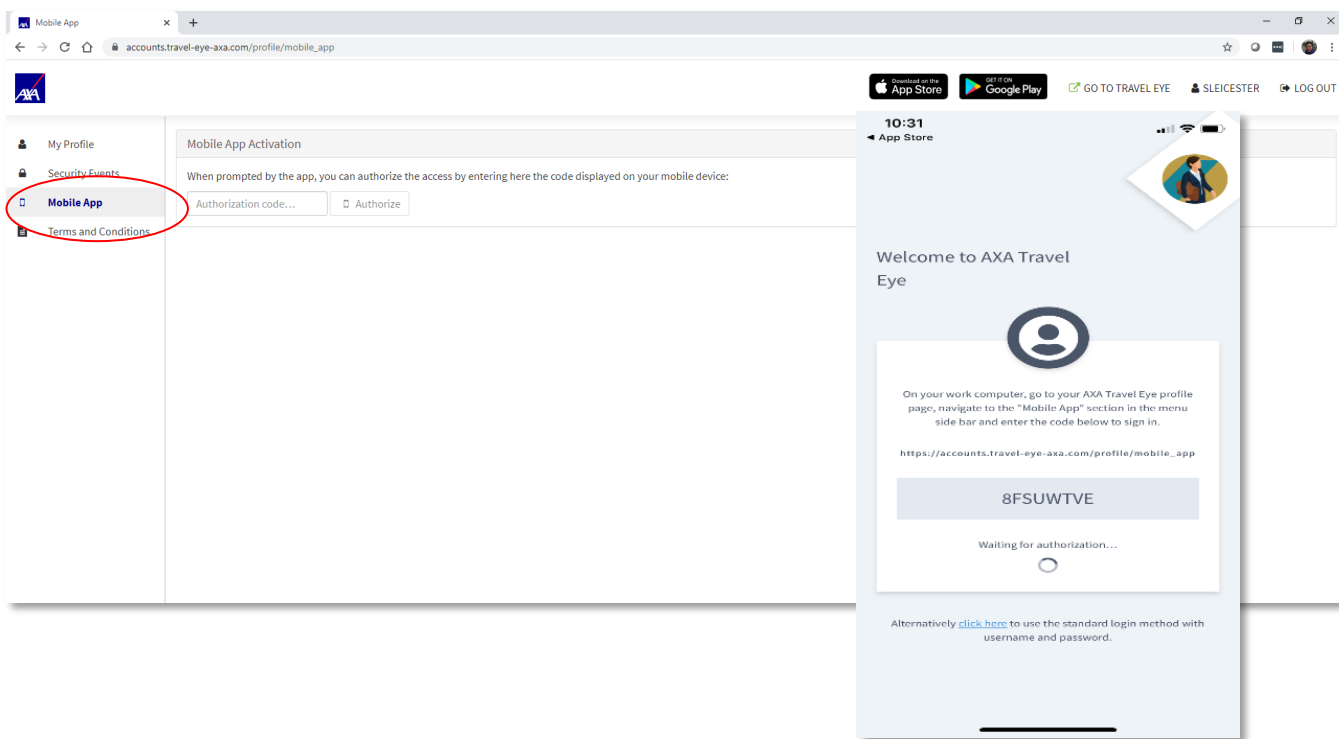
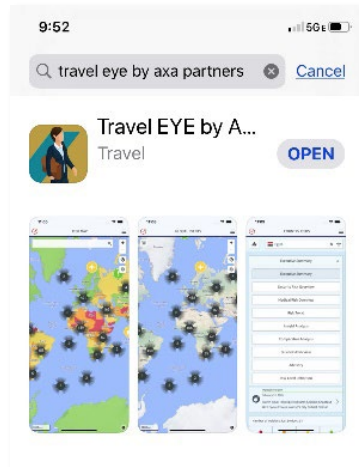
Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience, both through personalized content and servicing. Users can choose to display the portal or app in over eight languages and sign up to receive customized alerts for a preferred location.

DO YOU HAVE AN APP?

Yes! Users will have access to all the same great features from the portal, along with the addition of location services.

HOW DO I GET ACCESS TO THE APP?

1. To use the app, you should have registered for an account on Travel EYE.
2. After you create your account, you can download the Travel EYE by AXA Partners mobile app from the [App Store](#) or [Google Play](#)
3. On your computer, log into your Travel EYE account. Go to your Profile and click on “Mobile App”. Enter the code shown on the Travel EYE app. The app will be activated.



WHAT SHOULD I DO IF I HAVE FEEDBACK?

If you have feedback or technical issues to share, please email medassist-usa@axa-assistance.us. We will look into the matter and get back to you should you request follow up communication.

Travel assistance services provided by AXA Assistance USA, Inc. Insurance underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.