

## Travel and Emergency Assistance Services

### Count on emergency assistance while traveling

When you are traveling or working anywhere in the world, your covered TruMark Financial<sup>®</sup> Credit Union Visa<sup>®</sup> credit card gets you access to a multilingual call center – 24 hours a day, 365 days a year – to help get the assistance you need. As a covered TruMark Financial Visa cardholder, you, your spouse, and legal dependent children under 22 years of age who are traveling with you can call a dedicated toll-free number in the United States, or call collect when traveling abroad. Keep in mind this program provides assistance only. You are responsible for the cost of any services received.

The following services are offered:

- Pre-Trip Assistance provides information about health precautions, weather reports, currency exchange rates, visas, ATM locations, and immunizations
- Medical Referral Assistance provides medical referral, monitoring and follow-up
- Emergency Transportation Assistance arranges for transportation under medical supervision
- Emergency Message Service can relay emergency messages for travelers and is available 24 hours a day
- Prescription Assistance and Valuable Document Delivery Arrangements can accommodate unexpected prescription needs or transport critical documents (e.g., passport or travel visa), which may have been left at home or elsewhere
- Legal Referral Assistance can arrange contact with English-speaking attorneys, U.S. embassies and consulates and bail-bond assistance
- Emergency Ticket Replacement arranges for the replacement and delivery of new tickets and assists with ticket reimbursement procedures
- Lost Luggage Locator Service can help you through the common carrier's claim procedures or can arrange shipment of replacement items if an airline or common carrier loses your checked luggage
- Emergency Translation Service provides telephone assistance in all major languages and helps find local interpreters, if available

### Easy access

Call the Benefit Administrator at 1-800-992-6029 (outside the U.S., call collect: 1-804-673-1675) to get your questions answered. Travel and Emergency Assistance Services is provided on a best-effort basis and may not be available due to problems of time, distance or location.

Please keep in mind you will want to read the full [Terms and Conditions](#) provided in your Guide to Benefits for further details including restrictions, limitations and exclusions. In order for coverage to apply, you must use your covered covered TruMark Financial Credit Union Visa® credit card to secure transactions.

Below you will find answers to the most commonly asked questions about the benefit

Q: Can you explain how the coverage works if I need to get help replacing prescription medications?

A: This coverage is included when you are traveling out of the country. Just call the toll-free number. You'll need to provide the Benefit Administrator with some key information, including your name and address, the name of the prescription, your doctor's name or the name of your pharmacy and a phone number where the Benefit Administrator can reach you and your location. The Benefit Administrator will contact your doctor or pharmacy to get a prescription and work to find the medicine locally. The Benefit Administrator will call you back with information about where and when you can pick it up. If it isn't available locally, they will coordinate getting the medicine shipped to you (provided that local laws allow).

Q: Can you explain how the coverage works if I need to get help replacing my passport or travel visa?

A: This coverage is included when you are traveling out of the country. Just call the toll-free number. You'll need to provide the Benefit Administrator with some key information, including your name and address, the city where your passport was issued, a phone number where we can reach you and your location. The Benefit Administrator will contact the U.S. Passport Office and determine whether or not there is an office close to you. If there is, they will schedule your appointment and help you with the paperwork. If there is not an office nearby, they will work to get all of the forms in order so that your replacement passport and/or travel visa can be issued and delivered to you.