

## **Emergency Assistance<sup>1</sup> for American Express® Prepaid Cards**

Emergency Assistance can help you prepare for your trip with customs information and more. While you are traveling more than 100 miles from home, coordination and assistance services such as lost passport replacement assistance, translation services, missing luggage assistance, and emergency legal and medical referrals are only a phone call away. While Emergency Assistance services are available at no additional charge, Card Members are responsible for all costs associated with these Emergency Assistance services, including those charged by third-party service providers.

### **Emergency Assistance Hotline**

Call 1-866-384-2790

Please note that any assistance provided by this benefit cannot be in violation of U.S. economic or trade sanctions.

**Confidentiality and Security:** We may disclose all information we collect, as described above, to companies that perform administrative services on our behalf solely in connection with the benefits and services you have received. We restrict access to personal information to our employees, our affiliates' employees, or others who need to know that information to service the account or in the course of conducting our normal business operations. We maintain physical, electronic, and procedural safeguards to protect personal information.

**Disclaimer:** The information contained herein is provided solely for general informational purposes. This document is not an insurance policy, contract, warranty or promise of insurance or other benefit. It does not intend to be a complete description of all terms, conditions, limitations, exclusions, or other provisions of any program or benefits provided by, or for, or issued to American Express.

<sup>1</sup> While the Emergency Assistance coordination and assistance services are offered at no additional charge from American Express, Card Members are responsible for the costs charged by third-party service providers. This service is provided by AXA Assistance USA, Inc.

## PLANNING YOUR TRIP

Emergency Assistance can provide you with information you need to know - before you go - specific to your destination:

### **Customs Information**

Many countries have strict requirements on what products they will allow in and out of the country. Emergency Assistance can help you plan appropriately.

### **Cultural Inquiries**

Before traveling internationally, Emergency Assistance can provide you with information on the particular country you'll be traveling to, such as currency information, tourist offices and travel warnings.

### **Foreign Exchange Rates**

Emergency Assistance can provide you with foreign exchange rates throughout the world.

### **Inoculation Information**

Emergency Assistance can provide you with recommendations for inoculations that may be needed prior to traveling to your destination.

### **Passport/Visa Information**

It's smart to check entry requirements when traveling out of the country. Emergency Assistance can provide you with the necessary information for many destinations around the world.

### **Weather Reports**

Emergency Assistance can provide you with weather forecasts for many destinations around the world. For some destinations, as much as a 10-day weather forecast can be obtained (subject to availability of information).

## ASSISTANCE ON YOUR TRIP

Rely on Emergency Assistance for 24/7 medical, legal, financial, or other select emergency coordination and assistance services while traveling more than 100 miles from home:

### **GENERAL TRAVEL ASSISTANCE**

#### **Emergency Translation/Interpretation**

Emergency Assistance can help conference in an interpreter over the phone in the event you need a third-party to translate for legal or medical needs when in a verifiable travel emergency. All costs associated with engaging additional interpretation services, including written translations, are the responsibility of the Card Member.

#### **Lost Item Search**

If you lose an item while traveling, Emergency Assistance can help you search for the lost item. Emergency Assistance will need to have basic information about the item and where it was lost in order to provide the fastest service.

#### **Missing Luggage Assistance**

When the airline may have misplaced your luggage, Emergency Assistance can help track its status. Basic information needs to be obtained about the luggage. Emergency Assistance will contact the airlines on a daily basis to check the status of the luggage. Emergency Assistance will continue to follow up with you and the airline on the status of your luggage. Emergency Assistance will also provide you with a daily update. You may need to participate on the call or authorize an agent to speak on your behalf if required by the airline.

#### **Passport Assistance & Card Cancellation**

Were your credit cards or passport lost or stolen? Emergency Assistance can help you locate the nearest embassy to assist you with replacing your passport and assist with canceling your cards. You may need to participate on the call or authorize an agent to speak on your behalf if required by the card issuer.

#### **Urgent Message Relay**

Emergency Assistance can relay an urgent message to a family member and/or friend in the event of an emergency situation.

### **MEDICAL ASSISTANCE**

#### **Emergency Medical Transportation Assistance**

In the event that the Card Member or another eligible family member (*your spouse or domestic partner, dependent up to age 23, or age 26 if full-time student*) traveling with the Card Member becomes injured or ill while traveling and are seeking or have sought medical treatment, the Emergency Assistance medical department can assess the medical need for transportation and coordinate the service. The evacuation may be arranged from point of illness or injury (when the Card Member or eligible family member is under the care of a local medical service provider or facility) to a more appropriate medical facility or to a hospital near the person's home as long as the Emergency Assistance designated physician, in consultation with the local medical service provider or facility, determines that such transport is medically necessary and advisable. The Card Member is responsible for all costs associated with any transport. The person needing

evacuation may need to complete a medical information release form or provide authorization for next of kin to complete the release.

### **Medical Monitoring**

Emergency Assistance can provide you with the monitoring of medical care while traveling. You may need to complete a medical information release form or provide authorization for next of kin to complete the release form if you are not able.

### **Medical Prescription Replacement Assistance**

If medications are lost or forgotten and you are in the United States, Emergency Assistance can help you by arranging a transfer of the prescription from your home pharmacy to a pharmacy near your location if refills are available. If you are outside the United States, Emergency Assistance can provide a medical referral to help with obtaining a new prescription. Take note that FDA regulations state that United States prescriptions cannot be transferred overseas. You may need to participate on the call or authorize an agent to speak on your behalf and in some cases, you may need to visit a doctor. You may need to complete a medical information release form or provide authorization for next of kin to complete the release form if you are not able. The Card Member is responsible for all costs associated with the purchase of prescribed medication.

### **Physician/Dental Referral**

Emergency Assistance can provide you with a list of physicians and dentists in the area where you are traveling. Emergency Assistance does not provide medical advice; but rather provides a list of available physicians. The ultimate choice to seek medical care is your responsibility. You are also responsible for the payment of any costs associated with medical care.

### **Repatriation of Mortal Remains**

In case of death of an eligible Card Member or eligible family member (*your spouse, dependent up to age 23, or age 26 if full-time student*) while traveling with the Card Member, the Emergency Assistance medical department can provide the necessary administrative services to effect the transportation of the mortal remains back to the person's principal place of residence or place of burial, whichever is closer. The Card Member is responsible for all costs associated with any transport.

## **FINANCIAL ASSISTANCE**

### **ATM Referrals**

Through various directories, Emergency Assistance can locate ATM networks that accept American Express® Cards. The Card Member is responsible for all ATM, bank, and other cash advance or other fees associated with using these ATMs.

## **LEGAL ASSISTANCE**

### **Bail Bond Assistance**

Emergency Assistance can help locate bail bond agencies that accept the American Express® Card. Certain control procedures must be followed to provide this service. The Card Member is responsible for all costs associated with payment of bail.

**Embassy and Consulate Referral**

Embassies and consulates are excellent sources for information and assistance to Card Members while traveling. Emergency Assistance can provide you with the address and/or phone number of the local embassy or consulate.

**English Speaking Lawyer Referral**

This service can provide you with a list of English-speaking lawyers in the area where you are traveling. Emergency Assistance does not provide legal advice; but rather provides a list of available attorneys. The ultimate choice to seek legal advice is your responsibility. You are also responsible for the payment of any costs associated with legal retention.