



## **AMERICAN EXPRESS**

### **GLOBAL ASSIST® HOTLINE**

Global Assist Hotline is available to you 24/7. We can help you prepare for your trip before you go – with important information specific to your destination. While you're traveling more than 100 miles from your home in the United States, coordination and assistance with services such as lost passport replacement assistance, translation services, missing luggage assistance and emergency legal and medical referrals are only a phone call away.

Please note that while the Global Assist Hotline coordination and assistance services are offered at no additional charge, American Express Card Members are responsible for the costs charged by third-party service providers. Additional restrictions do apply, please see below.

In order to be eligible for the Global Assist Hotline benefit, you must be an American Express Card Member in good standing, your trip must have originated from your U.S. billing address within the past 90 days and you must be traveling more than 100 miles from this address. We cannot provide any services to the extent that payment for such services would expose American Express or our partners to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America. We cannot provide assistance services for planned or actual travel in, to, or through Cuba, Iran, Syria, North Korea, or the Crimea region.

#### **24/7 Global Assist Hotline:**

Toll Free: 1-800-333-AMEX(2639)

Direct Dial Collect (Outside US and Canada): 1-715-343-7977

#### **Global Assist Hotline Terms and Conditions**

[americanexpress.com/GAterms](https://americanexpress.com/GAterms)



## PLANNING YOUR TRIP

### **Customs Information**

Many countries have strict requirements on the products they will allow in and out of the country. Global Assist Hotline can help educate you about these requirements so that you can plan appropriately.

### **Travel Inquiries**

Before traveling internationally, Global Assist Hotline can provide you with general information on the country you'll be traveling to, such as currency information, tourist office locations, and travel warnings.

### **Foreign Exchange Rates**

Global Assist Hotline can provide you with foreign exchange rates throughout the world as well as locations where you may be able to obtain foreign currency.

### **Vaccination Information**

Global Assist Hotline can provide you with information about vaccinations that may be needed prior to traveling to your destination.

### **Passport/Visa Information**

Global Assist Hotline can inform you of the necessary passport and visa entry requirements for many destinations around the world.

### **Weather Reports**

Global Assist Hotline can provide you with the weather forecasts for many destinations around the world. For some destinations, forecasts of up to 10 days can be obtained, subject to availability.



## ASSISTANCE ON YOUR TRIP

### GENERAL TRAVEL ASSISTANCE

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

Global Assist Hotline can conference an interpreter over the phone in the event that you are in a travel emergency and need language assistance. All costs associated with engaging additional interpretation services, such as securing written translations, are the responsibility of the Card Member.

#### **Lost Item Search**

If you lose an item while traveling, Global Assist Hotline can coordinate the search for it, saving you valuable time, by contacting appropriate locations on your behalf for up to three days. In order to provide this service, Global Assist Hotline will need basic information about the item and where it was lost. If the item is not found after three days, Global Assist Hotline will contact you and close its case.

#### **Missing Luggage Assistance**

When an airline may have misplaced your luggage, Global Assist Hotline can help track its status, saving you valuable time. Once Global Assist Hotline obtains basic information about the luggage from you, daily attempts will be made to track the missing luggage and provide regular updates to you, for up to two weeks after you report the missing luggage to the airline. If required by the airline, you may need to participate on calls or authorize an agent to speak on your behalf. If the luggage is not found after two weeks, Global Assist Hotline will contact you and close its case.

#### **Passport Assistance**

In the event your passport is lost or stolen while traveling, Global Assist Hotline can help you locate the nearest embassy or consulate to assist you.

#### **Embassy and Consulate Referral**

Global Assist Hotline can provide the address and/or phone number of the local embassy or consulate in the area of travel, which may be able to assist in the event that your passport is lost or stolen, or you find yourself needing legal advice from the embassy or consulate.

#### **Card Cancellation**

In the event your payment cards are lost or stolen while traveling, Global Assist Hotline can assist with canceling your cards. If required by the card issuer, you may need to participate on the call or authorize an agent to speak on your behalf.

#### **Urgent Message Relay**

Global Assist Hotline can relay an urgent message to a family member and/or friend, in the event of an emergency situation. Global Assist Hotline will attempt to contact the intended recipients on your behalf, via phone, fax, or email, up to four times over the span of 24 hours.

## FINANCIAL ASSISTANCE

### **Emergency Cash Wire Service**

Global Assist Hotline can facilitate a cash wire to assist during an emergency travel situation. This service can provide a small amount of cash to assist you until you can arrange other alternatives. The cash wire will be charged to your American Express Card. Global Assist Hotline coordinates this service for you at no additional cost. Payment of all associated wire fees are the responsibility of the Card Member.

Certain control procedures must be followed to provide this service. You must have available credit for any wire to be sent and approved. This service may be limited or unavailable due to regulations or actions of local authorities and/or U.S. economic or trade sanctions.

### **Emergency Hotel Check In/Out**

If your Card has been lost or stolen, Global Assist Hotline may assist with checking into or out of your hotel, contingent upon the hotel's ability to facilitate. The Card Member is responsible for all costs associated with checking in or out of the hotel.

Certain control procedures must be followed to provide this service. You must have available credit for any charge to be approved. This service may be limited or unavailable due to regulations or actions of local authorities and/or U.S. economic or trade sanctions.

## LEGAL REFERRAL

### **Bail Bond Referral**

Global Assist Hotline can help locate local bail bond agencies that accept the American Express® Card. The Card Member is responsible for all third-party costs associated with this service. Bail bond referral may be limited or unavailable in the area of travel.

### **Lawyer Referral**

Global Assist Hotline can provide a list of lawyers in the area of travel. Global Assist Hotline does not provide legal advice. The ultimate choice to seek legal advice is the responsibility of the Card Member. The Card Member is responsible for the payment of any costs associated with legal retention.

## MEDICAL ASSISTANCE

### Description

Global Assist Hotline may provide the following emergency services to covered Card Members (and additional Card Members) and their Covered Family Members, defined as the spouse or domestic partner and dependent children under the age of 23 (or under the age of 26 if enrolled in school on a full-time basis) who are traveling on the same trip itinerary as the Card Member, when:

- (a) Global Assist Hotline was an existing benefit of the Card Account at the beginning of the trip; and
- (b) the Card Member is traveling and the trip originated at the Card Member's U.S. billing address within the prior 90 days; and
- (c) the Card Member is 100 miles or more from the Card Member's American Express U.S. billing address.

A HIPAA Release or authorization may be required to assist with any of the below stated services. The Card Member is responsible for all costs associated with any transport.

Please see below for eligibility requirements and restrictions.

### Emergency Medical Transportation – Assistance Only

In the event the Card Member or another Covered Family Member becomes injured or ill while traveling and is seeking medical treatment as a result, the Global Assist Hotline medical department can assess the adequacy of local facilities and the medical need for emergency medical transportation/evacuation. Such emergency medical transportation/evacuation may be arranged if the Global Assist Hotline medical department, after review of the medical information and in consultation with the local medical service provider or facility, determines there is a medical need at the time of the incident for such transport and such transport is advisable due to the inadequacy of local facilities. The decision to utilize the emergency medical transportation/evacuation option as well as the cost for any emergency medical transportation/evacuation is the responsibility of the Card Member.

### Repatriation of Mortal Remains

In the event the Card Member or another Covered Family Member is in need of repatriation services while traveling, Global Assist Hotline can provide the necessary administrative services to effect transportation of the mortal remains back to the person's principal place of residence or place of burial within the United States, whichever is closer. The Card Member is responsible for all costs associated with any transport.

### Medical Monitoring

Global Assist Hotline can provide the monitoring of medical care in the event of a medical emergency while traveling. Medical monitoring of treatment of the covered Card Member or Covered Family Member can be provided, by all reasonable means, until the Card Member or Covered Family Member is released from treatment.

The monitoring provided by Global Assist Hotline will include an initial follow up by the GA-designated physician with the local medical service provider or facility

to discuss the preliminary diagnosis and evaluate the recommended treatment. Additional follow up by the GA-designated physician or coordinator with the local medical service provider or facility, and/or the Card Member or Covered Family Member, will be provided as frequently as every other day, to monitor the Card Member or Covered Family Member's progress until released from treatment.

### **Medical Prescription Replacement Assistance**

If medications are lost or forgotten while traveling within the United States, Global Assist Hotline can help coordinate a transfer of the prescription to a nearby pharmacy, if refills are available. If traveling outside the United States, Global Assist Hotline can provide a medical referral to determine the appropriate course of action for obtaining a new prescription.

The Card Member is responsible for all costs associated with the medical referral and purchase of prescribed medication. The prescription holder may need to authorize an agent to speak on their behalf or be required to visit a doctor. Due to U.S. Food and Drug Administration and customs regulations, United States prescriptions cannot be transferred overseas.

### **Medical Referral**

Global Assist Hotline can provide you with a list of available medical providers in the area of your travel. Such information will include the names, local addresses and local telephone numbers of the nearest medical service provider, including hospitals and clinics available in each country or location. The choice to seek medical care is ultimately a personal decision. Global Assist Hotline does not guarantee the quality or cover the costs of the medical service provided. The final selection of the provider, any risks, and the associated costs, shall be the sole responsibility of the Card Member.

## **IMPORTANT NOTES AND INSTRUCTIONS**

- Please contact Global Assist Hotline if you are in an emergency situation more than 100 miles from your U.S. billing address in the United States and are in need of assistance.
- If you have questions about the services provided through the Global Assist Hotline, please call **1-800-333-AMEX(2639)**. Global Assist Hotline can also accept collect calls from overseas.
- Always have your American Express Account number ready when calling Global Assist Hotline.
- Please note that Global Assist Hotline provides assistance and coordination services. We do not provide reimbursement for any costs incurred while traveling.