PREMIUM GLOBAL ASSIST® HOTLINE

Sometimes the unexpected happens when you travel. A passport is lost. You come down with a sudden illness. A lawyer is needed. Being a Card member can make things easier to handle. Premium Global Assist can help you prepare for your trip with customs information and destination guides. And while you’re traveling more than 100 miles from home, lost passport replacement assistance, translation services, lost luggage assistance, and emergency legal and medical referrals are only a phone call away — plus, we may cover expenses related to a emergency medical evacuation. It’s one more way being a Card member can set your mind at ease when you travel.

Premium Global Assist Hotline
Toll Free: 1-800-345-AMEX (2639)
Direct Dial Collect: 1-715-343-7979

1 While the Premium Global Assist Hotline 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.
PLANNING YOUR TRIP

The Premium Global Assist Online Destination Guide is your resource for travel information. From exchange rates and visa requirements to customs and medical assistance - it's what you need to know - as you go - specific to your destination:

**Customs Information**
Many countries have strict requirements in what products they will allow in and out of the country. Premium Global Assist can help you plan appropriately.

**Cultural Inquiries**
Before traveling internationally, Premium Global Assist can give you all the information you need for the particular country you’ll be traveling to, such as currency information, tourist offices, and travel warnings.

**Foreign Exchange Rates**
Premium Global Assist can provide you with foreign exchange rates throughout the world.

**Inoculation Information**
Premium Global Assist can provide you with inoculation recommendations 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. Premium Global Assist can provide you with the necessary information for many destinations around the world.

**Weather Reports**
Premium Global Assist 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.

While the list of countries frequented by our Card members is extensive, Premium Global Assist continues to add information based on your feedback. If you are not able to locate your destination, we can help you find the information you need – call the Premium Global Assist Hotline at 1-800-345-AMEX.
ASSISTANCE ON YOUR TRIP

Have added peace of mind whenever you travel knowing you can be backed by the Premium Global Assist Hotline at 1-800-345-AMEX. Rely on us 24/7 for medical, legal, financial, or other emergency assistance while traveling more than 100 miles from home:

GENERAL TRAVEL ASSISTANCE

Emergency Translation/Interpretation
Premium Global Assist can help conference in over the phone an interpreter in the event you need a third-party to translate for emergency legal or medical needs. All costs associated with additional interpretation services beyond the initial conference call are the responsibility of the Card member.

Lost Item Search
If you lose something while traveling, Premium Global Assist can help you search for the lost item. Premium Global Assist will need to have basic information about the item and where it was lost in order to provide the fastest service.

Lost Luggage Assistance
When you’ve lost your luggage, Premium Global Assist can assist with its retrieval. Basic information needs to be obtained about the luggage. Premium Global Assist will contact the airlines to check the status of the luggage. Premium Global Assist will continue to follow up with you and the airline on the status of your luggage.

Passport Assistance & Card Cancellation
Don’t let your travel plans be ruined because your credit cards or passport were stolen. Premium Global Assist can help you locate the nearest embassy to assist you with replacing your passport and assist with canceling your cards, even competitor cards.

Urgent Message Relay
Premium Global Assist can provide you with the contact of family and/or friends in the event of an emergency situation.
MEDICAL ASSISTANCE

Emergency Medical Transportation Assistance
In the event that you or another covered 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 suffers an illness which is not pre-existing while traveling on a trip less than 90 days, the Premium Global Assist medical department will assess your medical needs and coordinate your transportation.

A medical evacuation may be provided at no cost to the Card member or covered family member to the nearest appropriate medical facility as determined by the Premium Global Assist designated physician, from point of illness or injury, when the Card member or covered family member is under the care of a local medical service provider or facility. In addition, the Premium Global Assist designated physician, in consultation with the local medical service provider or facility, must determine that such transport is medically necessary and advisable due to inadequacy of local facilities.

Very Important: Any risks and costs for medical transport not authorized and arranged through the Premium Global Assist Program are solely the responsibility of the Card member and such costs will not be reimbursed. Premium Global Assist does not cover medical expenses (with the exception of cost incurred during the transport) nor transportation of personal possessions including luggage.
MEDICAL ASSISTANCE (CONTINUED)

Medical Monitoring
Premium Global Assist can provide you with the monitoring of medical care to assure quality care in all areas of the world.

Medical Prescription Replacement Assistance
If medications are lost or forgotten, Premium Global Assist can help you in obtaining new prescriptions.

Physician/Dental Referral
Premium Global Assist can provide you with a list of physicians in the area where you are traveling. (Be aware that we are not providing medical advice, but rather information, and the ultimate choice to seek medical care is your responsibility and you are also responsible for the payment of any fees.)

Repatriation of Mortal Remains
In case of death of a covered Card member or covered family member (your spouse, dependent up to age 23, or age 26 if full-time student) while traveling, the Premium Global Assist medical department will not only provide the necessary administrative services to effect the transportation of the mortal remains back to the your principal place of residence or place of burial, but as an exclusive benefit for Platinum Card® and Centurion Card® members, Premium Global Assist can pay for the cost of the transport.
FINANCIAL ASSISTANCE

ATM Referrals
Through various directories, Premium Global Assist can locate ATM networks that accept American Express® Cards worldwide.

Emergency Cash Wire Service
When all other resources have been exhausted, Premium Global Assist can provide you with a cash wire through Western Union or MoneyGram to assist during an emergency travel situation. This will be charged to your Card. This service is provided only in emergency travel situations for a small amount of cash, in order to assist you until other alternatives can be arranged. As an exclusive benefit for Platinum Card® and Centurion Card® members, American Express covers the Western Union or MoneyGram wire fees.

Emergency Hotel Check In/Out
If you’ve lost or forgotten your Card, Premium Global Assist can assist with checking into or out of your hotel.

LEGAL ASSISTANCE

Bail Bond Assistance
Premium Global Assist provides help in arranging bail by locating bail bond agencies that accept the American Express Card.

Embassy and Consulate Referral
Embassies and consulates are excellent sources for information and assistance to Card members while traveling. Premium Global Assist can easily provide you with the address and/or phone number of the local embassy or consulate.

English Speaking Lawyer Referral
This service provides you with convenient referrals to lawyers in your area. (As it is your choice to seek legal advice, American Express cannot be held responsible for this information service. All costs associated with legal representation are your responsibility.)