Travel Assistance Services
provided by Europ Assistance USA

Emergencies can happen away from home – now there are certain services available when you travel.
When an emergency occurs, especially when traveling, you need help that is fast and simple. With a phone call to Europ Assistance USA (EA-USA), you, your spouse, domestic partner and dependent children¹ can get access to the programs and services offered by EA-USA.

The travel assistance services are being offered to covered persons under American United Life Insurance Company”s (AUL) group life insurance contracts under a program provided by EA-USA. EA-USA provides access to worldwide 24-hour medical and transportation services to covered persons who are traveling, business or personal, 100 or more miles away from home during a covered trip.² EA-USA can also provide Pre-Trip Assistance services to help prepare and plan for a covered person’s trip.

The program and services provided by EA-USA are being offered to covered persons under most AUL group life insurance policyholders at no additional premium cost to the covered policyholder.³

Covered persons have access to numerous travel assistance services offered by EA-USA and these services are further outlined in EA-USA’s brochure.⁴ (Refer to the EA-USA brochure located at www.europassistance-usa.com for a complete listing of services.)

Should a covered person desire to utilize the travel assistance services of EA-USA, the covered person will first need to do the following:
1. Call an EA-USA representative at the dedicated toll-free line at 1-866-294-2469.
2. Provide contact name and phone number of the covered policyholder.
3. Allow EA-USA to verify the covered person’s eligibility.

For more information on the services offered under EA-USA’s Travel Assistance program, an EA-USA representative can be contacted at 1-866-294-2469 or online at www.europassistance-usa.com.⁵

Please see back of document for footnotes.
1. The definition of a spouse, domestic partner and children will be the definition found in AUL’s group life insurance contract, form number(s) G-150, G-212, G-303, G-2400 (Trust and Direct), G-2410, G-2411, G-2412, G-2413, G-2414, G-2415, G-2416, G-2417, G-2500, G-2502, G-2525, G-2526, G-2510, G-2511, G-2535, G-2536.

2. EA-USA offers and administers the program and services in most countries. However, conditions and events such as force majeure, war, natural disasters or political instability may occur or exist that render assistance services difficult or impossible in some areas. Therefore, availability of services cannot always be guaranteed or offered. A “covered trip” is defined as a business or pleasure trip of not more than 90 days in length.

3. A “covered person” is an individual, who receives coverage under a covered policyholder’s AUL group life insurance contract and the individual’s spouse, domestic partner and children. A covered person does not include an individual who has been approved for continuation of insurance or portability benefits, an individual insured under AUL’s 2+ Protector contract or an individual insured under AUL’s Voluntary Universal Life insurance contract. The program and services are not offered or available to individuals who are not covered persons and may be terminated or discontinued at any time.

4. Eligibility must always first be verified by EA-USA through the covered policyholder’s designated contact.

5. All services must be arranged by EA-USA who is wholly responsible for provision and administration of the program. In all cases, the service and payments must be arranged, authorized, verified and approved in advance by EA-USA. AUL should not be contacted to discuss, arrange or schedule services.