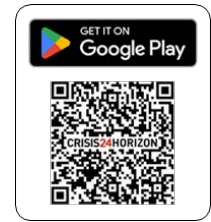




Welcome to the University of Tampa's International Travel Program! This plan provides the services and benefits you need to prepare for your destination as well as to help you with any problems you encounter while you are traveling.

Before you depart...

- Access to real-time destination-based health, security, and travel-related resources and self-service tools before travel, including security alerts and country profiling.
- Go to <https://www.Crisis24horizon.com> and 'Sign Up Now.'
- Or Download the Crisis24 Horizon mobile-app available in iOS or Android device
- Enter the additional personal details as well as the Member ID: **UTAMPA** and tap Next
- Scan the QR Codes below to save the following on your mobile device:



While abroad... You can Crisis24 from anywhere in the world 24/7 to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small.


If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact the CRISIS24 Global Response Center 24 hours a day, 7 days a week:

Call Collect from anywhere in the world: + 1-443-221-2405

Email: goc@crisis24.com

Or Use the Mobile App

ID CARD:

 <p>For travel and medical assistance services:</p> <p>Travel Assistance Assistance #: + 1-443-221-2405 Email at: goc@crisis24.com</p> <p>Travel Assistance Portal Visit website: https://crisis24horizon.com/app/login</p>	<p>Policyholder: University of Tampa</p> <p>Policy Number: GLMN10877593</p> <p>Travel Assistance provides emergency medical and travel assistance services and pre-trip information services. Call when you require:</p> <ul style="list-style-type: none">• Hospital or doctor referral• Emergency medical assistance; hospitalization• Medically necessary evacuation or repatriation• Guarantee payment for medical expenses• Translation or interpreter assistance• Security/political event emergency support <p><small>This is not a medical insurance card.</small></p>
--	---

Helpful Information

If you have access to a landline, ask the operator to connect you to Crisis24 and reverse the charges; Crisis24 accepts all collect calls.

Crisis24 is not a first responder. If you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 911 to get a local response.

If you are experiencing a medical emergency, you should proceed immediately to the nearest hospital or emergency department and then contact Crisis24 as soon as you or a companion can safely do so.

How Crisis24 can help?

Contact Crisis24 if you experience a medical, personal, travel or safety problem or crisis. Your institution has partnered with Crisis24 to provide access to immediate support should you experience any challenges when you are traveling. Crisis24 provides you with a resource experienced in navigating through any crisis and making sure you can continue your trip or get home safely. Crisis24 assists during critical emergencies such as illness or injury that may require an evacuation or during a political or natural disaster event that may threaten your safety. Crisis24 also assists with smaller problems you may not realize you have a resource for.

If you are, or will be, hospitalized following an accident or illness that occurs while traveling, contact Crisis24 as soon as possible. They will connect you with our insurance partner who will facilitate payment of your medical expenses whenever possible.

If you need an outpatient or physical appointment for an accident or illness, you can contact Crisis24 and they will connect you with our insurance partner to make an appointment and arrange payment of your medical expenses prior to your visit whenever possible, this means no out-of-pocket expenses for you. There is no specific network, so if you choose to make your own appointment and self-pay the medical expenses, you can submit a claim for reimbursement consideration.

In the event of a political or natural disaster event which threatens your safety, contact Crisis24 immediately. You will be connected to a security professional who can provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps. Security Evacuations must be prearranged by Crisis24. No claims for reimbursement of security evacuation will be considered.

Crisis24 can connect travelers with many travel assistance services.

These services include, but not limited to:

Medical Assistance

- Medical provider referrals
- Medical monitoring and treatment
- Guarantee of medical payment (GOP)
- Dispatch of physician
- Dispatch of prescription medication
- Emergency medical evacuations
- Medically necessary repatriation
- Transport of Family Member/ Escort of Dependents
- Return of mortal remains

Travel Assistance

- General travel information
- Pre-trip medical referral information
- Emergency travel arrangements
- Lost/ stolen personal item assistance
- Translator or interpreter assistance
- Embassy and consular information
- Emergency message transmission
- Legal/bail bond referral

Security Assistance

- Access to 24/7 security assistance and safety advice
- On the ground crisis response for security, natural disaster, or political evacuation and repatriation

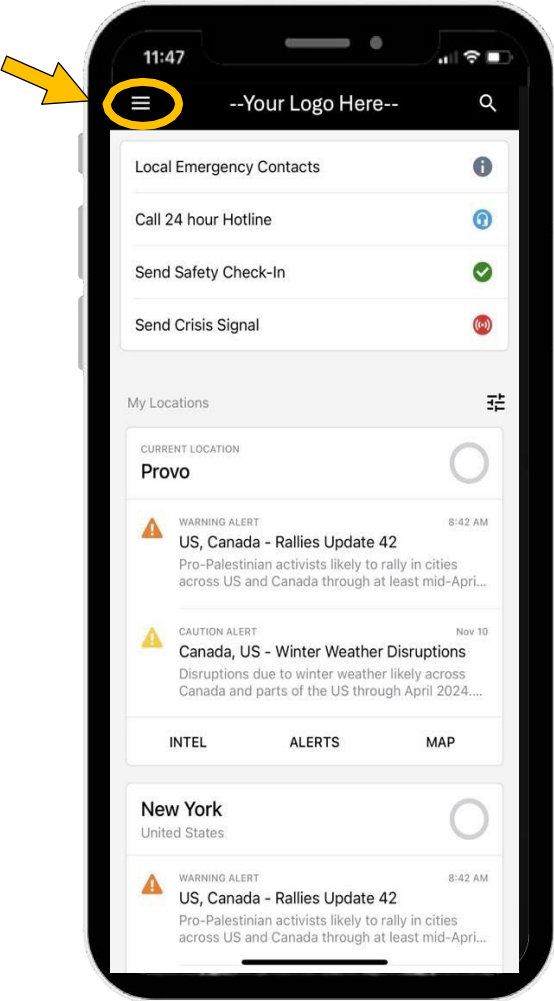
This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third-party vendor may provide services to you. Our Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel, or other professional service provider suggested are not employees or agents of Crisis24 or Chubb/Axa and the choice of provider is yours alone. The Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect. Coverage is determined at the time of a loss and is subject to the terms, conditions, and exclusions of the policy.

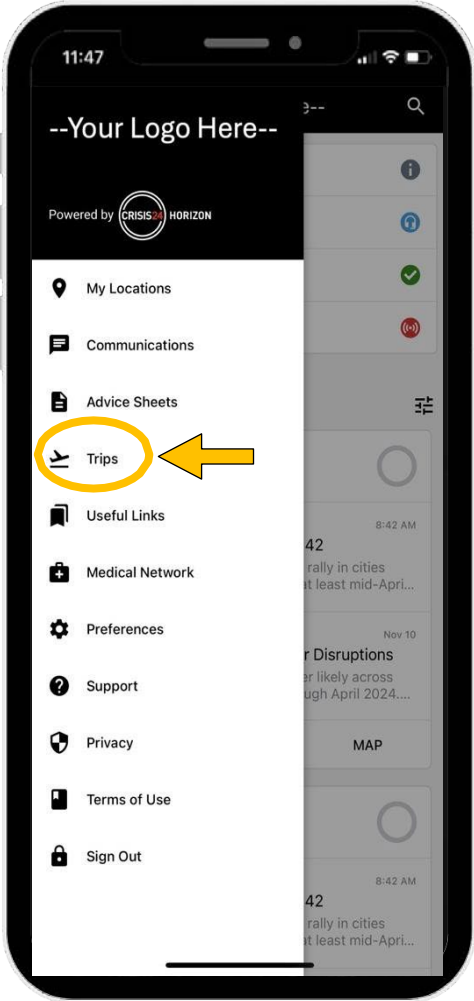
Crisis24 Horizon Mobile: Adding a Trip



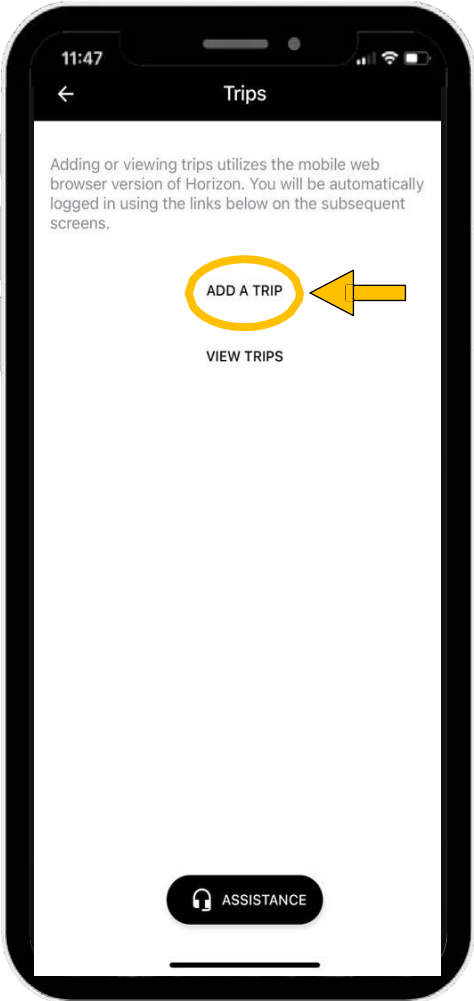
Select the hamburger menu on the top left



Select **Trips**



Select **ADD A TRIP**



Enter your trip details and click **Add Trip** to save

