

# **GLOBAL ASSIST SERVICES**

Sometimes the unexpected may happen when you travel. A passport is lost. You come down with a sudden illness. A lawyer is needed. Being a Cardmember can make things easier to handle. While you're travelling, lost passport replacement assistance, translation services, lost luggage assistance, emergency legal and medical referrals and many other Global Assist\* services are only a phone call away.

## American Express<sup>®</sup> GlobalTravel Card Customer Service (Toll-Free Numbers)

 Toll-Free USA
 1-866-608-3762

 International Collect
 +1-801-606-8919

Or visit americanexpress.com/sneglobaltravel

\* While the many Global Assist coordination and assistance services are benefits available at no additional charge from American Express, Cardmembers are responsible for the costs charged by third-party service providers. Global Assist services are not meant to replace any travel insurance.

The American Express *GlobalTravel* Card is issued by American Express Travel Related services Company, Inc. ®Registered Trademark of American Express Company.

# **ASSISTANCE ON YOUR TRIP**

Have added peace of mind whenever you travel more than 100 miles from home knowing you can be backed by Global Assist Services. Rely on us 24-hours a day, 7 days a week, for medical, legal or other emergency assistance while travelling:

# **EMERGENCY TRAVEL ASSISTANCE**

#### **Emergency travel arrangement assistance**

We'll provide help in making emergency travel arrangements as needed. This is an assistance-only benefit and all costs associated with travel are the responsibility of the Cardmember.

### **Emergency hotel check-in/out**

If your Card has been lost or stolen, we can assist with checking into or out of your hotel.

## **Emergency translation/interpretation**

We'll help you find an interpreter in the event you need a third party to translate for legal or medical needs. The Cardmember is responsible for the cost of any third-party services.

### Lost item search

If you lose something while travelling, Global Assist will help you search for the lost item. We will need to have basic information about the item and where it was lost in order to provide the fastest service.

### Lost luggage assistance

If you lose your luggage, we will assist with its retrieval. Basic information needs to be provided about the luggage. We will contact the airline to check the status of the luggage and get information about the delay benefits that the particular airline provides. We will continue to follow up with you and the airline on the status of your luggage.

### Passport assistance and card cancellation

Global Assist will help you locate the nearest embassy to assist you with replacing your passport and assist with cancelling your cards, even non American Express Cards.

## **Urgent message relay**

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

# **ASSISTANCE ON YOUR TRIP**

# **MEDICAL ASSISTANCE**

### **Emergency medical transportation assistance**

In the event that you become injured or ill while travelling, the Global Assist medical department will help you assess the need for transportation to the nearest appropriate medical facility that will provide suitable quality of care, and set up and coordinate the transport if needed. The Cardmember is responsible for all costs associated with any transport.

## **Medical monitoring**

We'll 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, we'll help you in obtaining new prescriptions. The Cardmember is responsible for the cost of the medication.

## **Physician/dental referral**

Global Assist can provide you with a list of English-speaking physicians in the area where you are travelling when available (otherwise a translator will be arranged). Be aware that we are not providing medical advice; rather, we are providing information, and the ultimate choice to seek medical care is your responsibility. The Cardmember is responsible for the payment of any fees and third-party services.

### **Repatriation of mortal remains**

In case of the death of a Cardmember while travelling, the Global Assist medical department will provide the necessary administrative services to transport the mortal remains back to the principal place of residence or place of burial, whichever is closer. The executer is responsible for all costs associated with any transport.

# **ASSISTANCE ON YOUR TRIP**

# **LEGAL ASSISTANCE**

## **Bail bond assistance**

Global Assist provides help in arranging bail by locating bail bond agencies that take American Express Charge and Credit Cards. The Cardmember is responsible for the payment of any bail bonds and third-party services.

### **Embassy and consulate referral**

Embassies and consulates are excellent sources for information and assistance to Cardmembers while travelling. 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 English-speaking lawyers in your area when available (otherwise a translator will be arranged). As it is your choice to seek legal advice, American Express cannot be held responsible for this information service. The Cardmember is responsible for all expenses associated with legal representation.

These benefits are just some of the many reasons to choose the American Express *GlobalTravel* Card and to use the Card for all of your travel expenses and needs.