

GLOBAL EMERGENCY SERVICES



As a policyholder of Relation Insurance Services, you have access to a unique global emergency assistance program provided by Scholastic Emergency Services (SES). This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling more than 100 miles away from your permanent residence or in another country.

One simple phone call to SES will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers

GLOBAL EMERGENCY SERVICES

MEDICAL EMERGENCY SERVICES*



Medical Consultation, Evaluation & Referral

The SES Operations Center is staffed by trained, multilingual assistance personnel who can make immediate recommendations for any emergency situation.



Medical Monitoring

SES maintains regular communication with you, your family and attending medical staff, closely monitoring the quality and course of your treatment.



Emergency Medical Evacuation

If appropriate care is not available, SES will safely evacuate you to the nearest facility that meets our rigorous standards.



Foreign Hospital Admission Assistance

SES fosters prompt hospital admission by validating your health insurance or advancing funds as needed to the hospital. Funds must be reimbursed within 45 days.



Medical Repatriation

When deemed medically necessary, SES provides transportation home or to a specified health facility with a medical or non-medical escort as required.



Prescription Assistance

When a prescription is lost or left behind, SES works with your prescribing physician and a local pharmacy to replace your medicine.

NON-MEDICAL EMERGENCY SERVICES*



Compassionate Visit

SES will arrange and pay for a loved one to join you if you are traveling alone and are expected to be hospitalized for more than three days.



Care of Minor Children

If you have minor children that are left unattended as a result of an injury or illness, SES will pay for them to return home to a family member, or will arrange childcare locally or at home.



Return of Mortal Remains

In the event that a student passes away, SES will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.



Bereavement Reunion

If the return of mortal remains services are triggered, SES will arrange and pay for a round trip economy air transportation or other appropriate means to travel to the place of death and accompany the remains back to the country of origin.



Return of Vehicle

If a your vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.



Emergency Trauma Counseling

SES provides emergency telephonic trauma counseling, with follow-up referrals to qualified counselors either at the location of the incident or upon return home.



Lost Luggage & Document Assistance

SES works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.



Interpreter & Legal Referral

SES can recommend trustworthy legal counsel and interpreter services in any country.



Bail Bond Coordination

Upon request, SES will assist in coordinating bail bond, wherever legally permissible. The sources of the funds is the responsibility of the student.



Emergency Cash Coordination

SES will assist in coordinating the transfer of emergency cash to you, provided that you have a verifiable travel emergency and are without access to financial resources. The sources of the funds remains your responsibility.



Early Return Home

In the event of a death or serious illness of an immediate family member, SES will arrange for your transportation to return home.



Pre-Trip Information

You can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.

**For a complete description of the services available to you and SES' conditions, consult your service certificate provided by your plan administrator and/or by Scholastic Emergency Services.*



Please cut on dotted line to remove card.

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Reference Number 01-SES-SUM-08123

If you require medical assistance and are traveling 100 miles from your permanent residence, or in another country, call the SES Operations Center at:

+1 609 452 8570 (outside USA - Collect Call)

+1 877 488 9833 (inside USA - Toll Free)

Or email at: medservices@assistamerica.com



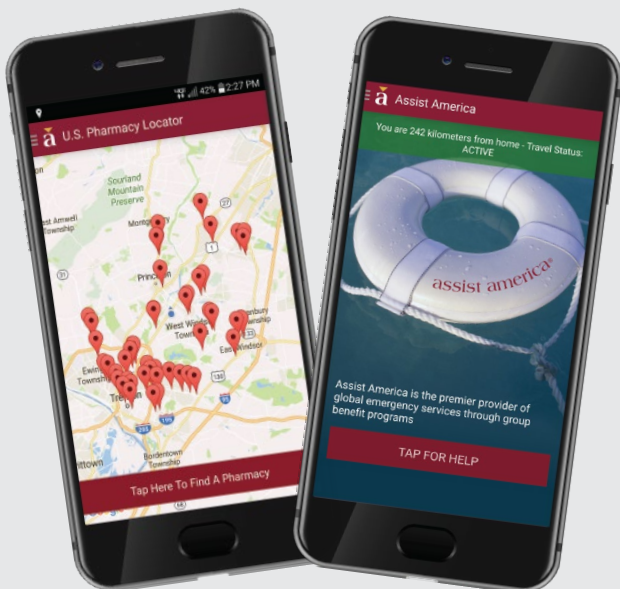
DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the FREE Assist America Mobile App for iPhone and Android.

-  **TAP FOR HELP**
One-touch call to our 24/7 Operations Center
-  **PRE-TRIP INFORMATION**
Access detailed country-specific information to prepare your trip
-  **MOBILE ID CARDS**
SES membership cards are stored inside the App
-  **TRAVEL ALERTS**
Receive alerts on urgent global situations that may impact travel
-  **COVERAGE INDICATOR**
A localization feature lets students know when they are eligible for services
-  **EMBASSY & U.S. PHARMACY LOCATOR**
Locate the nearest embassy/consulate of 23 countries around the world and the nearest pharmacies in the U.S.
-  **AVAILABLE IN 7 LANGUAGES**
The App is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

Enter your SES Reference number to set up the App:

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CONDITIONS

Scholastic Emergency Services will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Transfer of a student from one medical facility to another medical facility of similar capabilities and providing a similar level of care

SES will not evacuate or repatriate a student:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the student from continuing his/her trip or returning home
- With a pregnancy over six months
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- With mental or nervous disorders unless hospitalized

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. SES is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of SES.

For more information regarding your policy, contact:

Relation Insurance Services

P.O. Box 240042

Los Angeles, CA 90024

(800) 537-1777

clientservices@relationinsurance.com

www.4studenthealth.com

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Please provide the following information when you call:

- Your name, telephone number and relationship to the patient
- Patient's name, age, gender, reference number and school
- Name, location and telephone number of hospital or treating doctor if applicable

Attention: This card is not a medical insurance card. All services must be provided by Scholastic Emergency Services. No claims for reimbursement will be accepted. The holder of this card is a member of Scholastic Emergency Services, an Assist America partner, and is entitled to its medical and personal services.

Scholastic Emergency Services
an assist america partner