



# Safe travels

*TravelConnect*<sup>SM</sup> services for your employees

## Coverage highlights

24/7 nurse help line

Emergency medical evacuation

Evacuation for natural and political emergencies

Transportation of remains

Replacement of lost or stolen travel documents

Return of children and pets to their home in a medical emergency

## Who is covered?

Any employee covered by Lincoln term life or standalone AD&D policies

The employee's dependents

Includes expatriates

When your employees travel — for work or for leisure — the unexpected can happen. Lincoln Financial has teamed up with On Call International to provide the comprehensive *TravelConnect* program. These services, included with all term life and AD&D coverage, can provide the assistance your employees and their dependents need.

Whether traveling for business or leisure, any time a covered individual is more than 100 miles from home, they can access a wealth of travel, medical and safety-related services. Services range from help with lost travel documents, to medical and dental referrals, to emergency evacuation for medical emergencies, natural disasters or political events. Each employee can access up to \$1,000,000 in benefits, per event.<sup>1</sup>

## Medical

When someone is away from their usual doctor and hospital facilities, an illness or injury can feel overwhelming to deal with. Your employees can use *TravelConnect* to connect 24/7 with an assistance coordinator, and get help with:

### Medical assistance

- Worldwide medical, dental and pharmacy referrals
- Monitoring of treatment
- Facilitation of hospital payments
- Relay of insurance and medical information
- Medical record requests

In addition, the following medical emergency and evacuation services will be coordinated and provided under Lincoln's *TravelConnect* program:

- Medical evacuation from a medical facility that cannot adequately treat the patient to the nearest healthcare facility that can, and transportation home after treatment and stabilization
- Transportation to join a hospitalized member traveling alone
- Transportation of any unattended minor children and pets to their home; an escort will be arranged for children if needed
- Transportation of remains if a traveler passes away

## Safety

*TravelConnect* services go beyond helping travelers who are ill or injured. It also comes to the aid of those who find themselves at the site of a natural disaster or political upheaval. In either case, the program will coordinate and provide:

### Natural disasters and political upheaval

- Evacuation to the nearest safe haven location
- Lodging at the safe haven location
- Onward travel arrangements home

# Travel

*TravelConnect*<sup>SM</sup> does more than just support your employees during an emergency; it also assists them with common travel concerns that travelers face before and during their trip:

## Before the trip

- Travel and health information such as visa and vaccination requirements
- Security intelligence that helps your employees be prepared to travel wisely and securely
- Destination information, such as weather and currency

## During the trip

- Lost passports, tickets and credit cards
- Translation services
- Emergency travel fund assistance
- Legal referrals
- Emergency message forwarding
- Identity recovery assistance

## Contacting the *TravelConnect* Global Response Center

Employees can contact *TravelConnect* services via the phone number printed on their ID card, which can be printed out from the On Call International website at <https://mysearchlightportal.com>.



Employees will initially talk to an assistance coordinator.



For medical emergencies, the coordinator will work with On Call's Medical Team consisting of nurse case managers, physician advisors, staff physicians, a full-time medical director, and Chief Medical Officer, who will provide medical oversight of all cases.



For travel arrangements and emergencies such as evacuations, the coordinator will work with On Call International's in-house transportation team and travel agency.

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<sup>1</sup> All benefits listed in the program description are subject to a combined single limit of \$1,000,000 per participant, per event, and a \$10,000,000 aggregate limit, per event.

The *TravelConnect*<sup>SM</sup> program is not available to insured employees and dependents of policies issued in the state of New York.

*TravelConnect*<sup>SM</sup> users: If you need assistance, call On Call International immediately for benefits verification and procedures. Call 24 hours a day, seven days a week (multilingual representatives are available). A program description is available at <https://mysearchlightportal.com>. To use *TravelConnect*<sup>SM</sup> services, call On Call International at 866-525-1955 or 603-328-1955 for emergency assistance.

*TravelConnect*<sup>SM</sup> services are provided by On Call International, Salem, NH. On Call International's Global Response Center is not a Lincoln Financial Group® company and Lincoln Financial Group does not administer these services. Each independent company is solely responsible for its own obligations.

On Call International must coordinate and provide all arrangements in order for eligible services to be covered. Coverage is subject to contract language that contains specific terms, conditions, and limitations which can be found in the program description.

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