Lincoln *TravelConnect*® services

Helping your employees navigate the unexpected

When your employees travel for business or leisure, we want them to take extra safeguards. That's why we've partnered with On Call International to provide comprehensive *TravelConnect* services.

TravelConnect, included at no additional cost with term life coverage, assists your employees and their dependents when they're more than 100 miles from home. The program provides each employee with up to $1,000,000 in benefits per event.[1]

[1] Product availability and/or features may vary by state. See Page 3 for more details. 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.

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A closer look at the services offered with *TravelConnect*

Coverage highlights

- Replacement of lost or stolen travel documents
- Nurse help line, available 24 hours a day, seven days a week
- Emergency medical evacuations
- Evacuations for natural disasters and political emergencies
- Transportation of remains
- Return of children and pets to their home following a medical emergency

MEDICAL ASSISTANCE

In the event of a medical emergency, your employees can use *TravelConnect* to speak with an assistance coordinator for:

- Worldwide medical, dental, and pharmacy referrals
- Treatment monitoring
- Hospital payment facilitation
- Relay of insurance and medical information
- Medical record requests
- Evacuation from a medical facility that can't provide adequate treatment to one that can, and transportation home after treatment and stabilization
- Transportation to join a hospitalized member traveling alone
- Transportation, with an escort if needed, for unattended minor children and pets to their home
- Transportation of remains if a traveler passes away

SAFETY SERVICES

If employees find themselves at the site of a natural disaster or political upheaval, *TravelConnect* will coordinate and provide:

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

TRAVEL SERVICES

TravelConnect also provides assistance throughout the entire travel process, from the planning stages until the return home.

Before the trip, we deliver:

- Travel and health information, including visa and vaccination requirements
- Security intelligence to help your employees travel safely and wisely
- Destination information, including weather conditions and currency

During the trip, we offer:

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

Contacting the Lincoln *TravelConnect* Global Response Center

Employees can use their *TravelConnect* services by calling the phone number on their ID card, available via MyOnCallPortal.com.

Your employees will be connected with an assistance coordinator who'll provide expert help.

1. **For medical emergencies**, the coordinator will work with On Call International's medical team that includes nurse case managers, physician advisors, staff physicians, a full-time medical director, and chief medical officer who oversees all cases.

2. **For travel arrangements and emergencies** such as evacuations, the assistance coordinator will work with On Call International's in-house transportation team and travel agency to address caller needs.

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TravelConnect® services are provided by On Call International, Salem, NH. On Call International is not a Lincoln Financial company and Lincoln Financial does not administer these services. Each independent company is solely responsible for its own obligations.

On Call International must coordinate and provide all arrangements 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.

The *TravelConnect*® program is not available to insured employees and dependents of policies issued in the states of New York and Washington. Access Only program available to insured employees and dependents of policies issued in the states of Missouri and Texas. Benefits provided under the Access Only program exclude payment for paid services. **Not available in New York or Washington.**