

Global Emergency Assistance

Frequently Asked Questions



You're vacationing in Cabo San Lucas, Mexico. On the last day of your trip, you get hurt. Maybe you slip by the pool, you strain your back while windsurfing or get stung by a sea urchin. You don't speak the local language. What do you do?

As a Sun Life client, you can call Assist America, our global emergency assistance partner who will provide you with all the help you need while you are away from home.

When Should I Contact Assist America?

Contact Assist America for assistance when experiencing a medical or non-medical emergency while traveling more than 100 miles away from home or in another country, for less than 90 days.

Don't hesitate to contact Assist America prior to your trip or go to the Pre-Trip Information platform on the Assist America website (www.assistamerica.com/Pre-Trip-Information) or the Mobile App if you need more information regarding your destination.

How Do I Contact Assist America?

You can contact Assist America's 24/7 Operations Center via:

- **Assist America Mobile App:** Download the app and use the Tap for Help button to connect with the Operations Center. To set up the app, enter your Assist America Reference Number: **01-AA-SUL-100101**
- **Phone:** 1-800-872-1414 (Toll Free - within the U.S.) or +1-609-986-1234 (Collect Call - outside the U.S.)
- **Email:** medservices@assistamerica.com
- **Text:** +1 609-334-0807

What Information Will I Need to Provide?

When speaking to a coordinator, you will be asked to provide the following information:

- Your name, phone number, and relationship to the member
- The member's name, age, gender, and home address
- Assist America reference number: **(01-AA-SUL-100101)**
- Description of the emergency and current location
- Name, location and phone number of the local hospital, if applicable

How Much Does It Cost to Get Assistance From Assist America?

Assist America is available as an added-value service and pays for the services it arranges. This alleviates many of the obstacles and expenses that can be caused by medical

emergencies away from home. See the Assist America mobile app for details regarding covered services. All services must be arranged by Assist America. No claims for reimbursement of services will be accepted.

What if I plan on traveling for more than 90 consecutive days?

If you plan on traveling for more than 90 days, you can enroll in the Expatriate/Extended Program on the Assist America website at www.assistamerica.com/expatriate to ensure coverage for up to a year. Your Sun Life policy must be in force for this extended period as well.

Will Assist America Cover My Medical Bills?

No, Assist America is not medical or travel insurance. Medical services rendered would be subject to the limitations and parameters of your health plan.

How Do I Set Up The Mobile App?

The Assist America Mobile App is available for free on the Apple App Store and Google Play. Once you have downloaded the app, enter your name and Assist America reference number (**01-AA-SUL-100101**) to activate all the app's features.



Value-added services are not available in New York. Value-added services are not insurance, are offered only on specific lines of coverage, and carry a separate charge, which is added to the cost of the insurance. The cost is included in the total amount billed. Emergency Travel Assistance is provided by Assist America®. Identity Theft Protection is provided by SecurAssist®, an Assist America program. Sun Life is not responsible or liable for care, services, or advice given by any provider or vendor of the Services. Sun Life reserves the right to discontinue any of the Services at any time. Employers who provide group insurance coverage and make available value added services within an I.R.C. Section 125 cafeteria plan should consult a tax professional to determine whether those services are Qualified Benefits for Section 125 plans. In all states except New York, group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA). GVASFL-8943 SLPC 29751

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