



ACE USA Products and Services

Executive Assistance® Services

Product Description

- Round-the-clock travel assistance services for employees and volunteers when traveling or working outside their home country
- Provided through preeminent global assistance firms, Europ Assistance USA and iJET Intelligent Risk Systems
- Live travel assistance services available 24/7 worldwide through one toll-free call
- Includes emergency medical and political evacuation or repatriation
- Unlimited access to password protected e-Services portal for pre-trip planning
- Automatic political evacuation coverage to reimburse a covered policyholder's costs (\$2,500 per covered person per event, up to \$10,000 policy limit)
- For more information, visit www.aceadvantage.com

Minimums

- **Included at no additional premium** with Employers Responsibility Coverage under International Advantage® Package Policy and Employers Responsibility Coverage under Foreign Casualty Controlled Master Program

Limits

- **Live in-language assistance** when an emergency strikes
 - **Medical Assistance Services**
 - Emergency medical evacuation when necessary
 - Repatriation to country of residence/citizenship when necessary
 - Emergency hospital admission deposit up to USD \$10,000
 - Medical monitoring
 - Dispatch of doctor or specialist as needed
 - Medical evacuation/repatriation expenses (policy limit: \$1 million)
 - **Personal and Legal Assistance Services**
 - Pre-trip medical referral information to multi-lingual doctors and/or addresses and phone numbers of hospitals
 - Emergency medication arrangements for transportation
 - Lost document assistance
 - Emergency cash advance of up to USD \$1,000
 - Embassy and Consular Information
 - Introduction to local attorneys; bail bonds
 - Emergency translation services/referrals
 - **Travel Assistance Services**
 - Emergency transportation arrangements for traveling companion and return of rented vehicle when employee or volunteer is hospitalized or evacuated
 - **Concierge Services**
 - Services useful when conducting business in other countries, including: Pre-trip Assistance, Destination Profiles, Epicurean Needs, Event Ticketing, Floral Services, Tee Time Reservations, Hotel Accommodations, Meet and Greet Services, Personalized Retail Shopping Assistance, Procurement of Hard-to-Find Items, Restaurant Referrals and Reservations, Rental Car Reservations and Airline Reservations
 - **Emergency Political Evacuation and Repatriation**
 - Priority access to iJET emergency evacuation services
 - Repatriation to country of which employee or volunteer is resident/citizen, when necessary
- **e-Services** through password-protected www.aceExecutiveAssistance.com
 - Easy-to-use online planning tools, including security alerts, comprehensive travel briefs to more than 180 countries and 200 cities worldwide and country-specific medical facility recommendations
 - Printable ID cards and passport stickers

Typical Client Profile

- In addition to foreign liability coverage, U.S.-based companies and non-profit organizations need to protect those in their care when emergencies arise while they work or travel outside their home country
 - Multinational employees living outside their home country
 - U.S. expatriate employees
 - Employees engaged in temporary travel outside their home country, including accompanying spouse, children or other companion(s)
 - Non-profit volunteers traveling outside of their home country

Restricted Classes or Industries

- N/A

Key Competitive Advantages

- Global Presence: ACE global network of underwriting and claims professionals in more than 140 countries, staffed with underwriting and claims professionals thoroughly familiar with local languages, pertinent regulations and customs
- Exclusive Focus on International Business: Handling overseas exposures of U.S.-based companies is our only business, with foreign casualty underwriters located in 21 major U.S. cities
- Financial Strength: ACE consistently receives among the highest ratings for financial strength from the industry's principal rating agencies
- Exceptional service to brokers and clients, from consultation through proposal, policy issuance, implementation and claims management

Contact(s)**Advantage Underwriting Center - Wilmington, DE**

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The above is a product summary only. For current terms and conditions of coverage, please refer to the policy. Insurance provided by insurers within the ACE Group of Companies or its allied distribution associates. All products may not be available in all jurisdictions. ACE USA is the retail U.S.-based operating division of the ACE Group of Companies, headed by ACE Limited (NYSE: ACE). ACE USA, through its operating companies, is a leading provider of property, casualty, and accident and health insurance, as well as financial products and risk management services. The ACE Group of Companies provides insurance and reinsurance for a diverse group of clients around the world. Additional information can be found at www.aceusa.com.