

GLOBAL ASSISTANCE & INSURANCE PROGRAM

Mercer University




Welcome to On Call International! This plan provides the services and benefits you need to prepare for your destination as well as to help you with any problems you encounter while you are traveling or on assignment.

Before you depart...

- Contact On Call with any pre-travel health or security questions
- Closely review your full plan description
- Save On Call Contact information in your mobile phone (check out the last page!)

While abroad... You can contact the On Call International 24/7 Global Response Center from anywhere in the world to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small.

PLAN ID CARD:

 GLOBAL ASSISTANCE & INSURANCE PROGRAM	Organization Name Mercer University	Policy Number G210131A/B	Plan Type Medical, Travel and Security Assistance					
	<p>If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:</p> <table><tr><td>Call collect from anywhere in the world: +1 603-328-2033</td><td>Email: mail@oncallinternational.com</td></tr><tr><td>Call toll free from US or Canada 1- 855-257-4622</td><td>Text only number: 603-945-0103</td></tr><tr><td colspan="2">24/7 Live Chat: www.oncallinternational.com/chat/direct</td></tr></table> <p>Global Assistance Services involving transportation must be paid and arranged by On Call; no claims for reimbursement of transportation will be considered.</p> <p>See your Plan Description for full terms and Conditions of the services and benefits offered in your plan.</p> <p>On Call International 11 Manor Parkway Salem, NH 03079, USA A member of the Tokio Marine HCC group of companies</p>			Call collect from anywhere in the world: +1 603-328-2033	Email: mail@oncallinternational.com	Call toll free from US or Canada 1- 855-257-4622	Text only number: 603-945-0103	24/7 Live Chat: www.oncallinternational.com/chat/direct
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24/7 Live Chat: www.oncallinternational.com/chat/direct								

OTHER PLAN CONTACTS AND RESOURCES:

Customer Service - Benefit Questions
M-F 9:00 am – 5:00 pm

Call toll free from US or Canada: 855-257-4622
Email: Contact@oncallinternational.com

Claims - self-paid Quarantine reimbursements

tpaclaims@oncallinternational.com

How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety problem or crisis. Mercer University has partnered with On Call to provide access to immediate support should you experience any challenges when you are traveling. On Call provides you with a resource experienced in navigating through any crisis and making sure you can continue your trip, or get home safely. On Call assists during critical emergencies such as illness or injury that may require an evacuation or during a political or natural disaster event that may threaten your safety. On Call also assists with smaller problems you may not realize you have a resource for. Review a summary of services on the following pages.

If you are, or will be, hospitalized following an accident or illness that occurs while traveling, contact the On Call Global Response Center as soon as possible. On Call will facilitate payment of your medical expenses if authorized by your primary health insurer. In the event the medical facility you are in is not adequate to treat you, On Call will pay and arrange for your medically supervised evacuation to the closest appropriate facility.

If you need an outpatient or physician appointment for an accident or illness, you can contact the On Call Global Response Center for a referral and to make an appointment.

In the event of a political or natural disaster event which threatens your safety, contact On Call immediately. You will be connected to a security professional who will provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps.

Helpful Information

- ✓ If you are utilizing a mobile phone and have any issues making an international call, you can EMAIL the Global Response Center as an alternative to request assistance, or a return call.
- ✓ Contact On Call for payment and arrangement of all Services; services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
- ✓ On Call is not a first responder; if you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response.

SERVICES AND BENEFITS

Full terms, conditions and exclusions to coverage apply; review the full plan description carefully.

BENEFITS	LIMITS PER INSURED PERSON
Medical Evacuation and Repatriation	\$250,000
Repatriation of Remains or Burial	\$50,000
Security Evacuation *Applicable for international travel outside the United States only	\$100,000 for evacuation
Emergency Travel Expenses (Reunion)	\$12,500 when in hospital for more than 7 days

ENHANCED BENEFITS

BENEFITS	LIMITS PER INSURED PERSON
Bereavement Reunion	\$5,000
Return Home due to Felonious Assault	\$5,000
Emergency Travel Expenses due to Felonious Assault	\$5,000
Return of Dependent Children	\$5,000
Quarantine	Up to \$5,000 Combined Single Limit (CSL) annual aggregate per insured person/traveller <ul style="list-style-type: none"> • Return of Travel Companion: Up to \$1,500 included under the CSL • Hotel stay: Up to 14 days or \$2,500 included under the CSL • Food costs: Up to \$50 per day for 14 days included under the CSL • Change fee/airfare: Up to \$ 1,000 difference in air fare included under the CSL

ADDITIONAL MEDICAL, TRAVEL AND SECURITY ASSISTANCE

You also have access to the following assistance services; there are no monetary benefits associated with these services:

MEDICAL ASSISTANCE	TRAVEL & SECURITY ASSISTANCE
Pre-Trip Planning	Pre-Trip Information & Active Travel Advice
Medical, Dental and Pharmacy Referrals	Translator and Interpreter Assistance
Medical Monitoring	Emergency Travel Funds Assistance
24 Hour Nurse Help Line	Legal Consultation and Referral
Dispatch of Medicine	Lost/Stolen Document Replacement
Coordination of Benefits	Emergency Message Forwarding

This is a brief summary of coverage for insured participants covered under Policy Number G210131A/B. This is not a contract of insurance. Coverage is governed by an insurance policy issued to Mercer University. The policy is underwritten by HDI Global Specialty SE, UK Branch. Complete information on the insurance is contained in the Certificate of Insurance on file with Mercer University. If there is a difference between this program description and the certificate wording, the certificate controls.

ADDING ON CALL TO YOUR PHONE CONTACTS

Did you know that some smart phone operating systems are now automatically sending any calls from numbers they don't recognize to voicemail without *any* notification to the user? This is to reduce spam calls for their customers, but it could have a negative effect when you are trying to get help abroad. So take a moment to complete this simple pre-trip step to ensure you are best prepared for your international travel.

How To: Most smartphone have a QR scanner in the phone – just open your camera and point it at the code. If you do not have a scanner, simply [CLICK HERE](#).

This will give you a link to download a digital contact card pre-loaded with On Call's detailed contact and plan information. This is not an app - it will simply add a pre-loaded contact in your phone's native contact app. Taking this step not only ensures that you'll have On Call info should you need it, but also that you will recognize when On Call is contacting you.

