

Start



# International Solutions CNA Companion Services® Portal



With CNA Passport®, CNA WorldPass®, CNA Oneworld+® or a CNA Defense Base Act policy, customers have automatic access to travel assistance services provided via the CNA Companion Services®. CNA oneworld® policyholders also have the option to add this value added-service. These services are provided to any CNA-insured traveler leaving the country for business purposes and are supported by AXA Assistance USA, Inc. (AXA), one the largest and most experienced travel assistance organizations in the world. The CNA Companion Services® Portal includes access to Travel Eye, a travel assistance intelligence portal powered by AXA.

When employees travel internationally, they can access the CNA Companion Services Portal 24 hours a day from anywhere in the world through the internet.



**CNA COMPANION  
SERVICES® HOTLINE**



### What is the CNA Companion Services® Portal?

The CNA **Companion Services® Portal** is linked to Travel Eye, a travel intelligence site powered by AXA. The portal features tools to support travelers before and during their trips, as well as real-time destination-based health, security and travel information.

The portal also includes global medical providers and country profiles, including up-to-date security alerts, health advisories, information on immunization and visa requirements for upcoming trips and the ability to import the information easily from the portal.

### CNA Companion Services® Portal App and Travel Resources



**Travel Portal:** This dedicated portal offers useful intelligence throughout your trip, including global event monitoring, country and city risk analyses, and AXA's international medical network.



**24/7 Hotline:** Get assistance day or night, 365 days a year!



**Medical Transportation Assistance:** If you experience a medical emergency while traveling, AXA will assist with an evacuation to the nearest medical facility or transport you back home. Assistance to join a family member during a medical emergency can also be arranged.



**Security Assistance:** In the event of a threatening political or natural disaster emergency situation, AXA will coordinate transportation to the nearest safe location and home, if needed.



**Travel & Medical Assistance:** Through AXA, you have access to personal and medical assistance around the world. From help with lost documents to medical evacuations, you can connect with a team of professionals 24/7.



**Brochures and Downloads:** Access and download brochures with your ID Card.



## Registering and Creating a Profile

### First-Time Registration:

- [Log in here.](#)
- Create an account by providing your:
  - Username
  - Work email
  - Password
- A confirmation email will be sent from noreply@travel-eye-axa.com. If you do not receive the email within a few minutes, check your spam folder.

### Creating a Travel Profile:

The first time you connect to the portal, you will be asked to create a traveler profile:

1. Select your preferred language.
2. Download the Travel EYE by AXA Partners mobile app from the Google Play and App Store.

## You have two options for setting up your profile:

### Option 1:

- On your computer, log into your Travel Eye profile page and enter the code shown on your phone.
- On your computer, log into your Travel Eye profile page and enter the code shown on your phone. The app will be activated.

### Option 2:

- Click on the link shown in the app to use the standard login method with the username and password you created.



## Mobile App Quick Guide

### App Download and Login

- Download the **Travel EYE by AXA Partners App** directly from the Apple Store or Google Play Store
- If you have not registered on the CNA Companion Services® Portal, you will need to create an account [here](#).
- The first time you use the app, you will need to fill in your user ID and password. These credentials are the ones you used to create your profile.

### Key Features

With the Travel EYE by AXA App, you can:



**Utilize the Emergency Call feature.** If you need security and medical assistance, you can reach AXA 24/7 Operations Center.



**Access travel security information.** Find all relevant details about your travel destination at any time through the app.



**Sign up and receive push alerts** on the latest security or medical situation in the countries you have selected.



**Update your profile.** You can make edits at any time.



**Get pre-trip information.** Download a country report to receive the latest information to help mitigate risks before you arrive.

**CNA Companion Services® Travel ID Card**

Print or save this page and keep a Travel ID Card from the right handy during foreign travel.

Your card provides information on how to access available assistance programs before and during your trip. You can connect to a service representative 24 hours a day, 365 days a year from almost anywhere in the world.

**Tip:**

**Add the hotline number  
to the contact list in your  
phone for emergency  
or travel-related assistance.**

**(CNA Passport®, CNA WorldPass® and CNA Defense Base Act)**

When calling for emergency or travel-related assistance, please provide the following:

|   |                     |
|---|---------------------|
| When calling from:  |                     |
| U.S. or Canada  | <b>312-935-1711</b> |
| All other locations   | <b>855-327-1455</b> |
| Employee Name   |                     |
| Company Name (Insured)  |                     |
| CNA Passport®, CNA WorldPass®<br>and CNA Defense Base Act policy #(s) |                     |
| Email: medassist-usa@axa-assistance.com                               |                     |



## CNA Companion Services® Travel I.D. Card

**To report a claim to CNA from the U.S. or Canada:**  
Call: **888-202-4966** Fax: **888-262-2091**

**From anywhere else in the world:**  
Call: **001-312-822-1395** **globalclaim@cna.com**

**To report a claim for CNA Defense Base Act:**  
**U.S. or Canada:**  
Call: **312-822-1395** Toll Free: **866-795-9988**

**(CNA Canada – oneworld® and Oneworld+®)**

When calling for emergency or travel-related assistance, please provide the following:

|  |                     |
|--|---------------------|
| When calling from:                                   |                     |
| U.S. or Canada                                       | <b>312-935-1711</b> |
| All other locations                                  | <b>855-327-1455</b> |
| Employee Name  |                     |
| Company Name (Insured)                               |                     |
| CNA Canada – oneworld®<br>and Oneworld+® policy #(s) |                     |
| Email: medassist-usa@axa-assistance.com              |                     |



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For more information on CNA's International coverage offerings, visit [cna.com/international](https://cna.com/international).

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