



International Solutions

CNA Companion Services®

With CNA Oneworld+®, policyholders have automatic access to travel assistance services via CNA Companion Services®. Additionally, CNA oneworld® policyholders have the option to add this valued-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 of the largest and most experienced travel assistance organizations in the world.

The CNA Companion Services Portal partners with the Travel Assistance Web Portal (Travel Eye), which is powered by AXA. When employees travel internationally, they can access Travel Eye 24 hours a day from anywhere in the world – online, by phone or through CNA’s Companion Services Portal.

Whether you are an exporter traveling overseas for new market opportunities or an employee going abroad to attend a trade fair, you can count on the assistance of CNA Companion Services® to provide travel assistance services if an issue arises.

CNA provides eligible employees with:

Travel Assistance Services

These services are available to all eligible employees before they depart and while traveling:

- Visa, passport and inoculation requirements
- Cultural information
- Temperature and weather conditions
- Embassy and consular referrals
- Foreign exchange rates
- Travel advisories

Emergency Travel Services

- Emergency message relay
- Emergency travel arrangements
- Emergency cash
- Legal assistance/bail
- Location of lost items
- Interpretation/translation

Medical Emergency Services

- Medical referral/monitoring (see below)
- Emergency medical payments
- Return of dependent children
- Return of traveling companion/spouse/legal partner
- Visit of a family member or friend
- Replacement of medication and corrective eyewear

Medical Referral/Medical Monitoring

During a medical emergency, illness or injury, AXA will establish communication with local attending physicians to gain a full understanding of the situation and monitor the employee’s condition. AXA will also provide up to three names, addresses and telephone numbers of physicians, hospitals, dentists and dental clinics in the area where the employee is located.

Emergency Travel Arrangements

CNA provides eligible employees with a variety of medical emergency coverages. The items listed in this section reference coverages provided under the Voluntary Workers' Compensation and Employers Liability Coverage Part and/or the Business Travel Accidental Death and Dismemberment Coverage Part and are not to be considered as services under CNA Companion Services®.

Medical Emergency Coverages

- Emergency medical evacuations
- Repatriation of employee
- Repatriation of mortal remains
- Political, security and natural catastrophe evacuation and relocation expense endorsement
- Reasonable expenses incurred
- Assistance services available 24/7, 365 days a year

Travel Eye

Travel Eye combines human expertise and artificial intelligence to provide global event monitoring and country and city risk analyses. Travel Eye offers intelligence designed to provide necessary knowledge throughout the life cycle of a trip, and its advanced technology uses more than 100,000 news sources to deliver the most accurate, real-time information for medical and security issues. Travelers can subscribe to 24/7 push alerts to stay on top of critical events or situations.

Key Features

Global Events: Find relevant events in real-time to help minimize risk when traveling.

- Events viewable by date or impact
- Top references per event
- Monitor a location through sent alerts

Country Risks: Focus on risk in specific countries and cities to anticipate the local situation.

- Security risk overview
- Medical risk overview
- Advisories and recommendations

Medical Network: Search AXA's medical network of international providers.

- Hospitals and clinics
- Physicians and specialists
- Pharmacies

A registration/profile creation document details the new registration process for all authorized users. All users must go through a first-time registration on the new platform.

Click [here](#) to visit the registration page.

For more information on CNA's international coverage offerings, visit cnacanada.ca.

See Companion Services details on your policy for limits, definitions, conditions and disclaimers.

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