



## International Solutions

# CNA Companion Services®

With a CNA Passport®, CNA WorldPass® or Defense Base Act policy, customers have automatic access to CNA Companion Services®. These services are provided to any CNA-insured traveler leaving the country for business by Europ Assistance USA, Inc. (EA), part of the largest and most experienced travel assistance organization in the world.

When employees travel internationally, they can access EA's Employee Service Center 24 hours a day from anywhere in the world through the internet, fax, phone or the CNA 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® if a medical, legal or personal 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, EA will establish communication with local attending physicians to gain a full understanding of the situation and monitor the employee's condition. EA 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

In addition to the services mentioned previously, CNA provides eligible employees with a variety of medical emergency coverages. The items listed under 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 the 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
- Premiums for bonds
- Litigation costs taxed
- Interest on judgements
- 24/7 coverage for business travel
- and more

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

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

In all cases, the medical professional, medical facility or attorney suggested by EA USA or providing direct services to the eligible person pursuant to this Agreement are not employees or agents of EA USA, and the final selection of the medical professional, medical facility, or legal counsel is your choice alone. EA USA assumes no responsibility for any medical advice or legal counsel given by a medical professional or attorney, nor shall EA USA be liable for the negligence or other wrongful acts or omissions of any of the health or legal care professionals providing direct services pursuant to this Agreement. The Eligible Employee shall not have any recourse against EA USA by reason of its suggestion of or contract with a medical professional or attorney. Note: All third-party expenses incurred as a result of providing the above services are the responsibility of the valid employee or covered subscriber. One or more of the CNA companies provide the products and/or services described. The information is intended to present a general overview for illustrative purposes only. It is not intended to constitute a binding contract. Please remember that only the relevant insurance policy can provide the actual terms, coverages, amounts, conditions and exclusions for an insured. All products and services may not be available in all states and may be subject to change without notice. "CNA" is a registered trademark of CNA Financial Corporation. Certain CNA Financial Corporation subsidiaries use the "CNA" service mark in connection with insurance underwriting and claims activities. Copyright © 2019 CNA. All rights reserved. 19-0538-INTL 20191121

