



Who To Contact

24/7 Travel Assistance Service
Included in Every Plan

On Call International

Toll Free: 1-866-525-1952

(U.S. or Canada)

Collect: 1-603-328-1952

(all other countries)

For the most current information
on the Swine Flu, travel
precautions and affected areas
visit:

[The Center for Disease Control &
Prevention](#)

[World Health Organization](#)

For more information contact your
Travellex Regional Account Manager.

This is a partial description of
benefits; for certain conditions,
exclusions and limitations please visit
our website at
www.TravellexTravelNet.com

and refer to the Certificate of
Insurance for full policy details.

Travel Net Products Underwritten by:
United States Fire Insurance
Company

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Explanation of Coverage from Travellex

The recent and evolving events associated with the Swine Flu outbreak in Mexico and elsewhere are affecting travelers in many ways across the globe. Listed below are situations which may result from the Swine Flu news and how it affects your clients' Travellex Travel Net insurance plans.

If a traveler gets sick with the Swine Flu:

- Current insured travelers who become ill would be eligible for coverage under the trip interruption, medical expense and evacuation benefits of their plan up to the limits of the policy and subject to its general terms and conditions.
- If you are aware of any insured passenger in Mexico with flu-like symptoms or who has been admitted to the hospital, **please make sure to contact the assistance company** listed to the left and contact information is also stated on the traveler's Confirmation of Coverage.

If a traveler is contemplating cancellation:

- Insured customers that are considering cancellation or have canceled arrangements due to travel restrictions, warnings or general fear of traveling, whether to Mexico or elsewhere, are **not** eligible for cash reimbursement under the provisions of the plan.

If a traveler is being quarantined:

- Quarantine coverage is included under Trip Cancellation/Interruption and Trip Delay benefits in the event a physician quarantines the traveler/insured for any illness which prevents traveling.
- Quarantine means that the person is restricted to their home or a medical facility - **not restricted from one country or destination.**

If a traveler transfers travel dates:

- If the insured is allowed to transfer their travel payments (trip deposits or full payments) without charge, they can also **elect to transfer the protection plan monies on the booking to the new travel dates as well.** Typically the protection plan monies are non-refundable inside the penalty period but Travellex is making an exception for this specific case.
- Any expenses for change fees to move airfares to the new trips would not be covered, unless such move was predicated by the travel supplier's cancellation of the original trip.
- Transfers would only apply to trips that are booked within 12 months from the original departure date.
- If the trip cost increases as a result of the transfer, then the insured will have to make an additional insurance payment to cover the full trip cost in order to best protect themselves. Note: they would need to make the purchase within the required time to continue to receive the pre-existing waiver and any other benefit with an advance date purchase requirement.