



## Emergency Travel Assistance and Identity Theft Protection

Services provided by Assist America®, a leader  
in global emergency services

assist america®

## Two personal services as part of your Life insurance from Sun Life Financial

### Emergency Travel Assistance

If you have a medical emergency while you are more than 100 miles away from home, you don't have to face it alone. With one simple phone call, you can be connected to Assist America's staff of medically trained, multilingual professionals who can advise you in a medical emergency, 24x7. You will be immediately connected to:

- pre-qualified, English-speaking doctors, hospitals, pharmacies, and dentists anywhere in the world,
- medical consultation, evaluation, and referral,
- hospital admission guarantee,
- emergency medical evacuation,
- lost prescription assistance, and
- legal and interpreter services and more

You or your family (whether traveling together or separately) can activate Assist America's emergency services with one call to the number on your Assist America ID card, whether you are on vacation or on a business trip (spouse business travel excluded).

### Identity Theft Protection

Identity theft is a serious crime. Each year, millions of Americans have their personal financial information stolen and must spend a significant amount of time and money to restore their records. If you ever become a victim of identity theft, you don't have to face it alone.

You have the support of a powerful Identity Theft Protection program through Assist America's SecurAssist® Identity Protection program. It provides:

- 24x7 telephone support and step-by-step guidance by anti-fraud experts,

- an expert case worker who is assigned to you and will help you notify your credit bureaus and file paperwork to correct your credit reports,
- help canceling stolen cards and reissuing new cards, and
- help notifying police, financial institutions, and government agencies.

You can also help stop identity theft before it happens:

- You can securely register up to 10 credit or debit cards for 24x7 surveillance.
- Registered cards are monitored using sophisticated webcrawling technology that watches underground chat rooms where thieves are selling and trading stolen personal information.
- You receive early warning of potential threats and are notified if your identity has been misused.



For quick reference, remove this card, fold, and keep in your wallet.

## Emergency Travel Assistance

If you or your family member has a medical emergency and are more than 100 miles from home, call or e-mail:

**800-872-1414**   **301-656-4152**  
Within the U.S.   Outside the U.S.

**01-AA-SUL-100101**  
Membership number

**medservices@assistamerica.com**  
E-mail

\_\_\_\_\_  
Employer name

\_\_\_\_\_  
Employee name

## Identity Theft Protection

If you are the victim of financial or medical identity fraud, call:

**877-409-9597**  
Call

**01-AA-SUL-100101**  
Membership number

Services provided by Assist America's SecurAssist® Identity Protection to active employees enrolled in Sun Life's Life insurance.

assist america®



Sun Life Financial®

# assist america®

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Emergency Travel Assistance and Identity Theft Protection are not insurance. Assist America® and SecurAssist® are registered service marks of Assist America, Inc.

Value-added services are offered only on specific lines of coverage, and carry a separate charge which is added to the cost of the insurance. The cost is included in the total amount billed. Emergency Travel Assistance is provided by Assist America®. Identity Theft Protection is provided by SecurAssist®, an Assist America program. Sun Life is not responsible or liable for care, services, or advice given by any provider or vendor of the Services. Sun Life reserves the right to discontinue any of the Services at any time.

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 93P-LH, 98P-ADD, and 01C-LH-PT. In New York, group insurance policies are underwritten by Sun Life Insurance and Annuity Company of New York (New York, NY) under Policy Form Series 93P-LH-NY, 98P-ADD-NY, and 01NYC-LH-PT. Group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Wellesley Hills, MA) in all states under Policy Form Series GP-A and GP-D (or appropriate state edition). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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GVASBCH-EE-039

SLPC 24279 06/12 (exp. 06/14)



## Emergency Travel Assistance

As an active employee enrolled in Sun Life's Life Insurance, you are a member of Assist America and are entitled to its services:

- medical consultation, evaluation, and referral
- hospital admission guarantee
- lost prescription assistance
- legal and interpreter referrals
- emergency medical evacuation
- care and transport of minor children

This is not medical insurance. No claims for reimbursement will be accepted. All services must be arranged and provided by Assist America. Spouse business travel excluded. Optional coverage for trips longer than 90 days available.

## Stopping identity theft before it happens

To proactively protect your credit cards, you can register up to 10 credit or debit cards for Identity Fraud Protection surveillance.

[www.securassist.com/sunlife/](http://www.securassist.com/sunlife/)  
Online

**18327**  
Access code

SecurAssist uses sophisticated webcrawling technology to watch underground chat rooms, where thieves sell and trade stolen personal information. If we discover that your information is being sold or traded, we will alert you, often before a crime even occurs.

However, it is impossible to ensure that all chat rooms have been searched for your personal information. Your alerts may not contain or warn you of all of your personal information that may have been compromised.