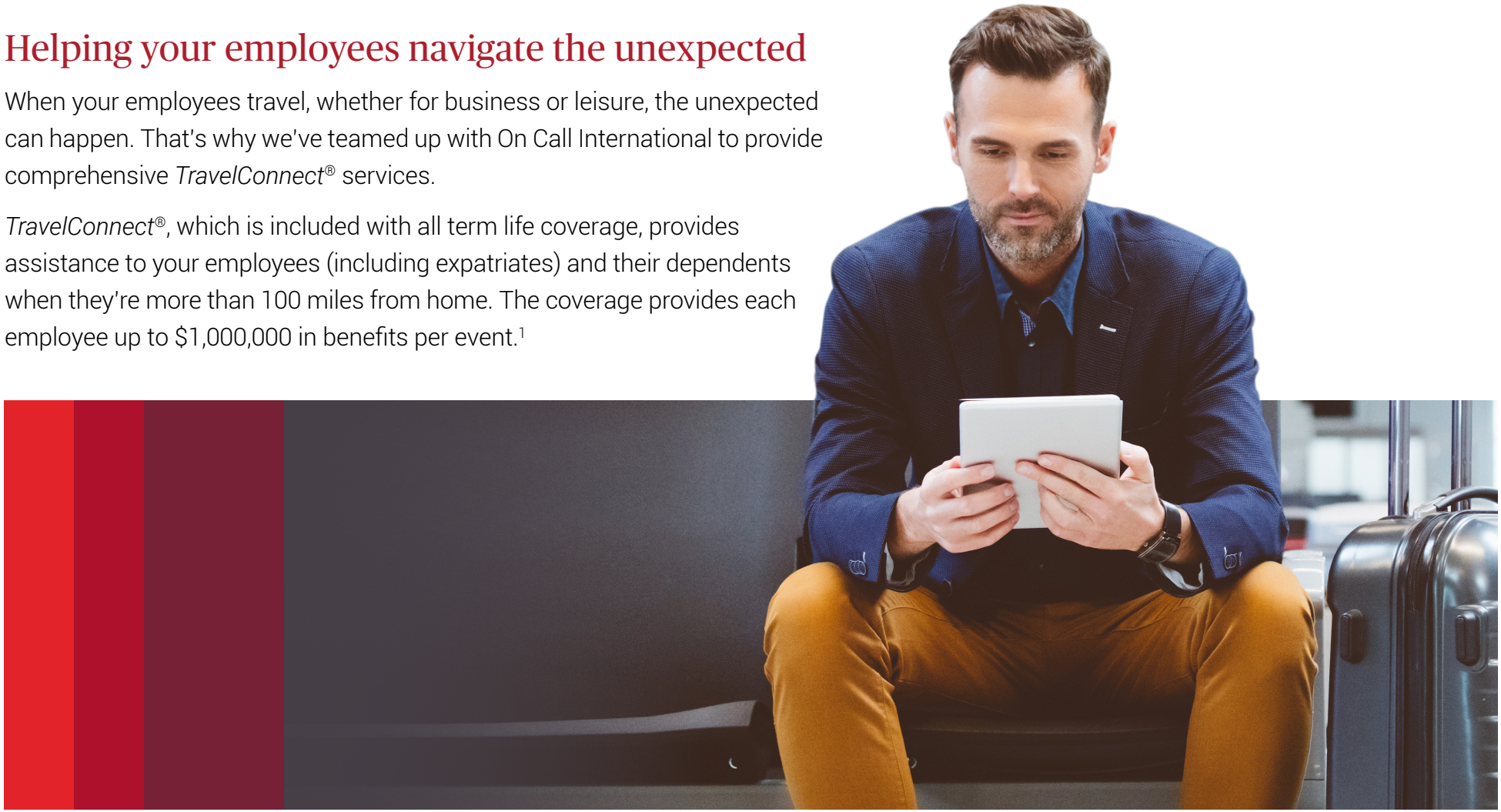
TravelConnect® services

Helping your employees navigate the unexpected

When your employees travel, whether for business or leisure, the unexpected can happen. That's why we've teamed up with On Call International to provide comprehensive *TravelConnect*® services.

TravelConnect®, which is included with all term life coverage, provides assistance to your employees (including expatriates) and their dependents when they're more than 100 miles from home. The coverage provides each employee up to $1,000,000 in benefits per event.[1]



[1] All benefits listed in the program description are subject to a combined single limit of $1,000,000 per participant, per event, and a $10,000,000 aggregate limit, per event.

A closer look at the services offered by *TravelConnect®*

Coverage highlights:

- Replacement of lost or stolen travel documents
- A 24/7 nurse help line
- Emergency medical evacuations
- Evacuations for natural and political emergencies
- Transportation of remains
- Return of children and pets to their home in a medical emergency

MEDICAL ASSISTANCE

In the event of a medical emergency, your employees can use *TravelConnect®* to speak with an assistance coordinator for:

- Worldwide medical, dental, and pharmacy referrals
- Treatment monitoring
- Hospital payment facilitation
- Relay of insurance and medical information
- Medical record requests
- Evacuation from a medical facility that cannot provide adequate treatment to one that can,and transportation home after treatment and stabilization
- Transportation to join a hospitalized member traveling alone
- Transportation, with an escort if needed, for unattended minor children and pets to their home
- Transportation of remains in the event a traveler passes away

SAFETY SERVICES

If employees find themselves at the site of a natural disaster or political upheaval, *TravelConnect®* will coordinate and provide:

- Evacuation to the nearest safe haven location
- Lodging at the safe haven location
- Onward travel arrangements home

TRAVEL SERVICES

TravelConnect® also offers assistance throughout the entire travel process, from the planning stages until the return home.

Before the trip, we deliver:

- Travel and health information, such as visa and vaccination requirements
- Security intelligence to help your employees travel safely and wisely
- Destination information, such as weather conditions and currency

And during the trip, we offer:

- Help with lost passports, tickets, and credit cards
- Translation services
- Emergency travel fund assistance
- Legal referrals
- Emergency messaging forwarding
- Identity recovery assistance

Contacting the *TravelConnect*® Global Response Center

Employees can contact *TravelConnect*® services by calling the phone number on their ID card, which can be accessed and printed on **mysearchlightportal.com**.

Upon calling, your employees will be connected with an assistance coordinator who will provide expert help.

1. **For medical emergencies**, the coordinator will work with On Call International's medical team which includes nurse case managers, physician advisors, staff physicians, a full-time medical director, and chief medical officer, who oversees all cases.

2. **For travel arrangements and emergencies**, such as evacuations, the coordinator works with On Call International's in-house transportation team and travel agency.

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The *TravelConnect*® program is not available to insured employees and dependents of policies issued in the state of New York. *TravelConnect*® users: If you need assistance, call On Call International immediately for benefits verification and procedures. Call 24 hours a day, seven days a week (multilingual representatives are available). A program description is available at https://mysearchlightportal.com. To use *TravelConnect*® services, call On Call International at 866-525-1955 or 603-328-1955 for emergency assistance. *TravelConnect*® services are provided by On Call International, Salem, NH. On Call International's Global Response Center is not a Lincoln Financial Group® company and Lincoln Financial Group does not administer these services. Each independent company is solely responsible for its own obligations. On Call International must coordinate and provide all arrangements in order for eligible services to be covered. Coverage is subject to contract language that contains specific terms, conditions, and limitations, which can be found in the program description. Insurance products are issued by The Lincoln National Life Insurance Company (Ft. Wayne, IN) and Lincoln Life Assurance Company of Boston (Dover, NH). The Lincoln National Life Insurance Company does not solicit business in New York, nor is it licensed to do so. Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. **Not for use in New York.**