



Travel and employee assistance services

Two ways to feel more secure in the event of an accident

Travel assistance

A welcome resource when you face a medical emergency while traveling 100 or more miles from home.

Employee assistance

Services to help make recovering from an accident or illness less stressful and worrisome.

Cut out the card below and keep it with you at all times.

A helping hand when you need it most.


Dealing with an accident or medical emergency can be overwhelming on so many levels. You want prompt, reliable medical care and the resources you need for a smooth recovery — all while meeting the ongoing demands of everyday life.

Fortunately, if you are enrolled in accident insurance, you and your loved ones have access to travel and employee assistance, which offer a wide array of services to help you through a trying time.

Your travel assistance benefits

*TravelConnect*SM services can be an invaluable resource to you and your loved ones in the event of a medical emergency while traveling 100+ miles from home. These services are available 24 hours a day, 7 days a week:

- Coordinating and providing transportation** from an initial medical facility that cannot adequately treat the patient due to their condition.
- Coordinating travel arrangements** for your dependent children. This includes the services, transportation expenses, and accommodations of a nonmedical escort.
- Monitoring medical care and recovery.** Services include, but are not limited to:
 - Medical record requests
 - Intermediary services
 - Medical and dental referrals
 - Language translation
 - Corrective lenses and medical device replacement assistance

 **For a complete list of *TravelConnect*SM services, go to LincolnFinancial.com/TravelConnect.**

See other side for important employee assistance services.



Global Assistance Program

Provided by On Call International

Medical, Security, & Travel Assistance Services for Participants Traveling 100+ Miles from Home

Visit <https://mysearchlightportal.com> and enter Group ID #: LFGTravel123 for access to Plan Documents, International Calling Instructions, and Destination Information.

Insurance products issued by:
The Lincoln National Life Insurance Company
Lincoln Life & Annuity Company of New York

ACC-EATC-FLI001_Z07



Your employee assistance benefits

Recovering from an accident or medical emergency can take its toll, both physically and emotionally. It's great to know you can count on benefits provided by *EmployeeConnect*SM employee assistance services:

Unlimited 24/7 assistance

You can access the following services anytime, online or with a toll-free call:

- Information and referrals on family matters, such as child and elder care, kennels and pet care, vacation planning, relocation, car buying and college planning
- Legal information and referrals for situations requiring expertise in family law, estate planning, landlord/tenant relations, consumer and civil law, and more
- Guidance with financial matters, including household budgeting, and short- and long-term planning

In-person guidance

Some matters are best resolved by meeting with a professional in person. With *EmployeeConnect*, you have access to:

- Up to five* sessions with a counselor per person, per issue, per year for help with short-term issues
- One free 30-minute consultation with a network lawyer per legal issue, and subsequent meetings at a reduced fee

Online resources

EmployeeConnect offers a wide range of information and resources that you can access by visiting GuidanceResources.com. You'll find:

- Articles and tutorials
- Videos
- Interactive tools — including financial calculators, budgeting spreadsheets, and a language translator



Employee assistance services are available 24 hours a day, 7 days a week.

Call toll free 800-327-2950. Or visit www.GuidanceResources.com. Username: LFGsupport | Password: LFGsupport1

©2019 Lincoln National Corporation

LincolnFinancial.com

Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates.

Affiliates are separately responsible for their own financial and contractual obligations.

LCN-2296455-102918

POD 3/19 Z07

Order code: ACC-EATC-FLI001



*In California, up to three sessions in six months, starting with initial contact by employee.

The *Travel Connect*SM program is not available to insured employees and dependents of policies issued in the state of New York.

*TravelConnect*SM travel assistance services are provided by On Call International, Salem, NH. On Call International must coordinate and provide all arrangements in order for eligible services to be covered. Employee Assistance Program services are provided by ComPsych[®] Corporation, Chicago, IL. ComPsych and On Call International are not Lincoln Financial Group companies and Lincoln Financial Group does not administer these services. Each independent company is solely responsible for its own obligations. ComPsych[®] and GuidanceResources.com are registered trademarks of ComPsych[®] Corporation.

Coverage is subject to contract language that contains specific terms, conditions, and limitations which can be found in the program description.

In Minnesota and New York, this product is offered as an individual insurance policy. In all other states, this product is offered as a group insurance policy.

Insurance products (policy series GL41, WIND) are issued by The Lincoln National Life Insurance Company (Fort Wayne, IN), which does not solicit business in New York, nor is it licensed to do so. In New York, insurance products (policy series WIND) are issued by Lincoln Life & Annuity Company of New York (Syracuse, NY). Both are Lincoln Financial Group[®] companies. Product availability and/or features may vary by state. Limitations and exclusions apply.

Not for use in New Mexico.

Page 2 of 2

If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, **contact On Call 24 hours a day:**

Call collect from anywhere in the world:
+1.603.328.1955

Call toll free from U.S. or Canada:
1.866.525.1955

Email:
mail@oncallinternational.com

Global Assistance Services must be coordinated and approved by On Call in order to be covered.

See your **Plan Description** for full terms and conditions of the services offered in your plan.



On Call International
A member of the **Tokio Marine HCC**
group of companies