

SECURE TRAVEL

Extra support when you're far from home

Emergencies can happen while traveling, but help is only a phone call away



New York Life Group Benefit Solutions (NYL GBS) Secure Travel provides 24/7 access to emergency travel assistance, emergency medical transportation, and helpful pre-trip planning resources. Whether you're across the country or across the globe, support is just a phone call away—anytime, day or night.

Emergency assistance*

- › Emergency evacuation and repatriation when medically necessary***
- › Arrange and cover cost of transport to the nearest adequate medical facility***
- › Return travel for a companion or unattended children left unattended during a medical emergency
- › Travel and lodging for a loved one to visit if you are hospitalized for 7+ days
- › Arrangements to return your remains home if you pass away while traveling
- › Help with emergency travel arrangements**

Traveling assistance

- › 24/7 multilingual support and access to translation services
- › Referrals to doctors, dentists, medical facilities, and legal help
- › Payment guarantee of up to \$10,000 available for medical care if needed before treatment (repayable)**
- › Guidance and resources for lost or stolen items, including luggage and prescriptions**
- › Cash advance up to \$1,500 for an emergency (repayable)**

Pre-trip planning

- › Immunization requirements
- › Visa and passport requirements
- › Embassy/consular referrals

NYL GBS Secure Travel

From anywhere globally, call +1 (347) 708-1824

Emergency services must be coordinated through Crisis24. Services coordinated outside of this program may not be eligible for payment.

Employer name: _____

Policy #: _____



To learn more,
call +1 (347) 708-1824

 *Tip: Snap a photo to keep this handy*



GROUP BENEFIT
SOLUTIONS

* Emergency Assistance services may be insured under a group or blanket insurance policy issued by Life Insurance Company of North America. All other NYL GBS Secure Travel services are NOT insurance and do not provide reimbursement of expenses or financial losses. Expenses for medical care are not covered.

** Covered person is responsible for any advances, payments, travel-related or replacement costs and must provide confirmation of reimbursement. Credit card(s) used to guarantee reimbursement must have sufficient available limit to cover the amount of the advance.

*** Initial transport by ambulance following a covered medical emergency is excluded.

NYL GBS Secure Travel is provided under a contract with Garda World Security Corporation and their subsidiary, Crisis24, Inc. (collectively, "Crisis24"). Neither Crisis24 nor New York Life Group Benefit Solutions guarantees the quality of any medical services provider or medical facility. The final selection of a local medical provider or facility is the covered person's right and responsibility. The medical professionals or attorneys suggested or designated by Crisis24 are solely responsible for their services. They are not employees or agents of Crisis24 or New York Life Group Benefit Solutions. Emergency evacuation and repatriation benefits are insured by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company. (Policy Forms: GA-00-1000 et al.; BA-01-1000 et al.) Medical evacuation and repatriation services must be arranged by Crisis24 and customers must call Crisis24 to access the benefits and services of the program. All other services are provided by Crisis24 and are subject to the terms of the service agreement. Presented here are highlights of the NYL GBS Secure Travel program. See the plan documents for details.

Crisis 24 is not affiliated with New York Life Insurance Company.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America, New York Life Group Insurance Company of NY, and New York Life Insurance and Annuity Corporation, subsidiaries of New York Life Insurance Company. Life Insurance Company of North America is not authorized in NY and does not conduct business in NY.

New York Life Insurance Company

51 Madison Avenue, New York, NY 10010

© 2025, New York Life Insurance Company. All rights reserved. NEW YORK LIFE, and the NEW YORK LIFE Box Logo are trademarks of New York Life Insurance Company.