

Additional protection when you travel.

Emergencies can happen while traveling, but help is only a phone call away with New York Life Group Benefit Solutions Secure Travel.

New York Life Group Benefit Solutions (NYL GBS) Secure Travel provides emergency medical transportation benefits for covered persons traveling 100 miles or more from home (see your plan for details). Service is a phone call away, 24/7/365 – in an emergency you can even call collect.

Transportation related to medical emergencies

- Emergency evacuation to the nearest adequate medical facility if one is not available locally, and your condition, which if left untreated, could result in a significant deterioration of health.*
- Any increase in cost of return transportation above the original cost for you and your travel companion (including dependent children under age 18) if a covered medical emergency delays your return trip.
- Assistance with making emergency travel arrangements and toll-free emergency message relay.
- Friend or family member visitation, including round-trip economy class transportation and up to \$150 per day for meals and lodging, up to seven days, if you are hospitalized for seven or more consecutive days.
- Repatriation of your remains if you die while traveling.

Additional services available

- Pre-trip planning assistance, including inoculation and visa requirements in foreign countries; information about cultural and special events; temperature and weather information; foreign exchange rates.
- Language interpretation by telephone and referrals to embassies or consulates in an emergency.
- Assistance with locating or replacing lost or stolen items, medications or travel documents; assistance locating medical or dental providers.
- Emergency cash advances (up to \$1,500) and emergency medical payment advances (up to \$10,000), when secured with a credit card. Please note that medical benefits are not provided, and all costs of medical treatment are the responsibility of the patient or his or her medical insurance carrier.



For assistance
or to learn more, call
(888) 226-4567

NYL GBS Secure Travel

From the United States and Canada, call **(888) 226-4567**

From other locations, call collect **(202) 331-7635**

Fax: **(202) 331-1528**

Email: ops@us.generaliglobalassistance.com

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

Policyholder name: Genesys Cloud Services, Inc.

Policy # OK 963790 Group#57

* The initial transport of the Covered Person from the location of the Covered Medical Emergency, to the location where immediate first aid or other professional medical care is or can be obtained, is not a service provided by GGA.

NYL GBS Secure Travel is provided under a contract with Generali Global Assistance (GGA). Neither GGA nor New York Life Group Benefit Solutions guarantee 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 GGA are solely responsible for their services. They are not employees or agents of GGA or New York Life Group Benefit Solutions. This summary outlines the highlights of the NYL GBS Secure Travel program. Benefits are insured under a policy of insurance issued by New York Life Group Insurance Company of NY (Policy Form GA-00-1000.00 or BA-00-1000.00) and are subject to all terms of the policy. Medical evacuation and repatriation services must be arranged by GGA and customers must call GGA to access the benefits and services of the program.

Generali Global Assistance 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 and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company.

New York Life Insurance Company, 51 Madison Avenue, New York, NY 10010

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