



BE WELL | BE PREPARED | BE CONNECTED



Help when you're on the go

Ever needed a doctor on vacation? Been in an accident out of town? Lost your passport abroad?

If you answered yes to any of these questions, help is on the way. When you enroll in Voya Accident Insurance, you automatically have access to a wide range of travel services — 24/7 — at no added cost.

Voya Travel Assistance Services are provided by International Medical Group (IMG), a global assistance provider. The company has multilingual specialists who work across time zones and with different languages and cultures to get you the help you need.

Medical care away from home

Knowing where to go for medical treatment is challenging when you're away from home. Add being in another country, and it's even more confusing. That's when IMG comes to the rescue.

The company has an extensive global network of medical providers. This allows IMG's call center to match you with the best doctor for treating your ailment.

Other medical services include:

- ▶ Travel accommodations before/after surgery
- ▶ Case management
- ▶ Provider referral
- ▶ Prescription transfer and shipping
- ▶ Replacement of medical devices

Emergency transport to and from anywhere

When you need transportation due to a medical emergency, IMG is there to help. They'll coordinate with medical teams and other organizations across state lines and borders to get you home safely.

IMG's transport services also include:

- ▶ Doctor dispatch
- ▶ Medical evacuation
- ▶ Return-home services for dependent children, pets and vehicles



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Travel made easier

Traveling can be full of the unexpected, from an inconvenience to a critical situation. IMG has the resources and know-how to help keep you safe, healthy and connected wherever you go.

Other IMG services include:

- ▶ Information about passports and visas; foreign currency exchange; local customs; business etiquette and more
- ▶ Identity theft assistance
- ▶ Urgent message relay
- ▶ Security services like natural disaster evacuation or political evacuation/repatriation
- ▶ Lost document or luggage assistance

IMG app gets help faster

The IMG app gives you access to a wide variety of services. With just a click, you can get updates about your destination, information about nearby hospitals and police stations, and local emergency numbers. Most importantly, the app's emergency hotline gets you help fast in a crisis.

So the next time you travel, remember, help is just a phone call away — no matter where you are in the world.

Download the IMG app

Step 1: Register with IMG

- ▶ Go to imglobal.com/member/login
- ▶ Click on “create an account”
- ▶ Enter your referral code VOYATRAVEL
- ▶ Click “continue” to enter your personal information, email address and create a password

Step 2: Download the mobile app

- ▶ Download “IMG Mobile” from your app store on your iPhone or Android
- ▶ Enter your username and password details from Step 1