



WELCOME TO WORLD TRAVEL PROTECTION

Traveler Welcome Kit



PREPARED FOR:
Emerson College



World Travel Protection

Travel Risk Management

Welcome to World Travel Protection (WTP) Travel Risk Management (TRM). We are honored to be your Travel Risk Management (TRM) partner and look forward to supporting your future travel needs. You now have access to medical, security and logistics experts 24/7 to support your travels.

We encourage you to review all the enclosed Welcome Materials to ensure you are familiar with the available support, tools and resources provided. We look forward to assisting you!

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WTP: Who We Are – What We Do
Global Operation Command Centers
Travel Assist Technology
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WTP ID Card
Pre-Departure Checklist and Tips
FAQs

WHO WE ARE & WHAT WE DO

World Travel Protection (WTP) proactively helps mitigate medical and security risks by providing you with access to in-house, practicing clinicians, as well as security and logistics experts, who ensure you are prepared before you leave and supported in a moment of crisis.



WTP has been assisting travelers for over **30 years**



With a network of more than **85,000 providers**, we handle over **50,000 cases** each year



24/7, 365 days we assist over **20 million** travelers across the globe annually



Each year, we receive over **500,000** calls for help



Each year, we conduct over **1,000+** acute medical interventions and evacuations, including some of the most complex medical retrievals of any assistance organisation



Our global Command Centers in **Toronto, Brisbane, and London** are state-of-the-art, scalable assistance platforms backed up by a robust business continuity plan. We also have a supporting sister company, *Universal Assistance*, in **Buenos Aires**

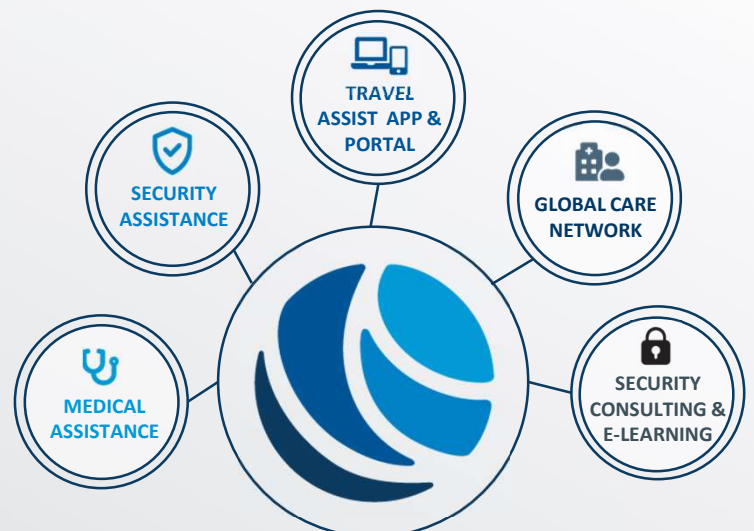


Travel Risk Management

Travel Risk Management (TRM) helps organizations, and their travelers stay safe by offering specialized services beyond traditional travel insurance coverage that include proactive and reactive assistance elements.

Our TRM solution is comprised of five parts:

1. Medical Assistance & Evacuation
2. Security Assistance & Evacuation
3. Travel Assist App & Portal
4. Global Care Network
5. Security Consulting & e-Learning



Understanding the importance of a successful trip, whenever needed, we will be there for you anywhere in the world at any time. Our global operations model ensures you will always have access to speak directly with our team of Medical and Security experts – before, during, and after your trip.



Global Operation Command Centers

Direct Assistance: +1 647-258-7176

Email: assistance@wtp.ca

WORLD TRAVEL PROTECTION CAN HELP YOU:



Discuss the quality of medical care at your destination



Review any medical or security risks at your destination



Confirm if your medications are allowed or available in the destination country



Connect you with a WTP nurse or paramedic to discuss a medical concern



Answer any questions around taxi or accommodation safety



Find a suitable medical facility in your location



Arrange a medical repatriation or evacuation



Provide help if your personal safety is at risk



Monitor your medical condition



Liaise with your travel insurer as required



Support with lost passports, documents, or credit cards



Manage any changing risks due to a natural disaster



Arrange hospitalization



Arrange payment guarantees for medical expenses



Contact your family or employer/school to keep them informed



QUICK TIP:

in the case of a life-threatening emergency, always seek immediate care by first contacting the local emergency services. WTP will then coordinate with your healthcare provider and your medical insurance company so access to care and claim processing is quick and seamless. For all other instances, contact us for support and guidance.

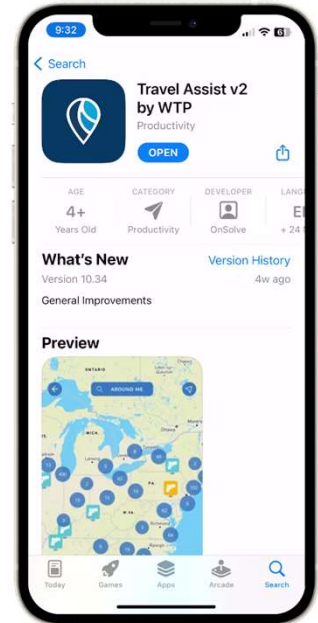
Ensuring you are updated and aware of potential risks impacting your itinerary, our Travel Assist App and Command Centers are always monitoring, notifying, and available via phone and email. With an emphasis on knowing you, the traveler, assessing your destination, and understanding your activity, our Travel Risk Management (TRM) solution is tailored to your specific journey with pre-travel briefs and trainings, and location-specific notifications.

Before You Leave

Travel Assist App

After downloading the App, review the below checklist to ensure that you are prepared:

- Confirm your Itinerary is loaded on your App
- Allow “Location Based Alerts” so the App can notify you of surrounding situations
- Assess your destination risk ratings by reviewing the Country Guides
- Review Conflict and Political unrest
- Acquaint yourself with the local Crime Rates, Medical Care Facilities, Upcoming Events and recent Alerts



During Your Trip

Travel Assist App

Once you are traveling, always be prepared by following the below steps:

- Review your Alerts often for real time events and surrounding incidents
- “Call for Assistance” to reach the WTP Command Center if you need medical or security assistance.



CALL TO SPEAK TO
AN EXPERT BEFORE
YOUR TRIP AT
+1 647-258-7176

Travel Assist App

HOW TO REGISTER

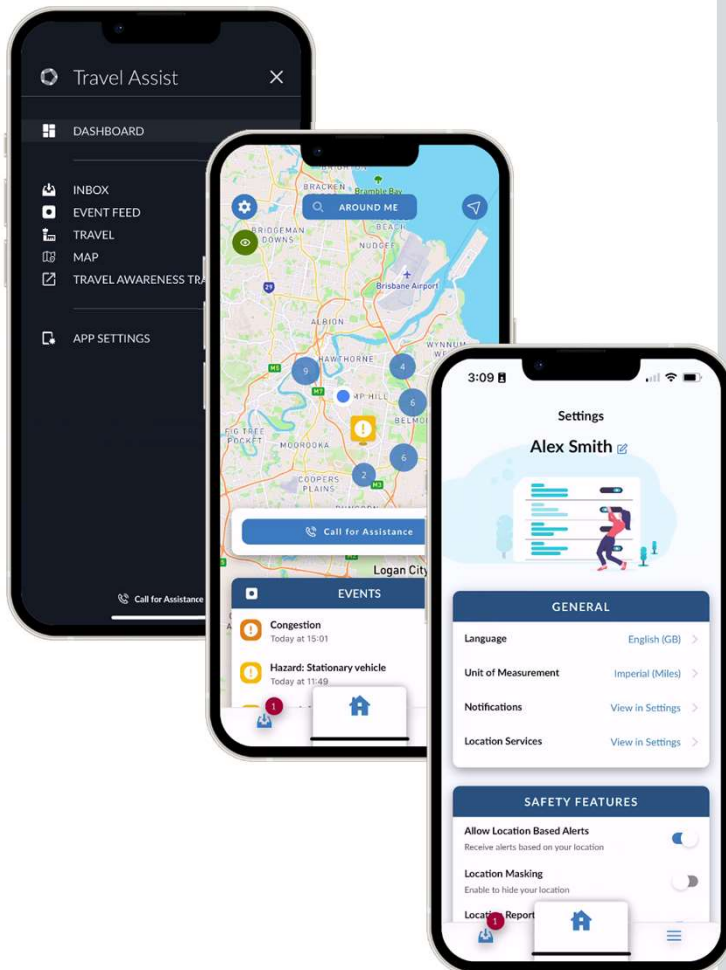
Download 'Travel Assist v2 by WTP'

Enter Invitation code: **emersoncollege**
Click registration (top left)



Settings:

- Set **Location Reporting** 'ON' to share location and receive event notifications
- Set '**Location Masking**' to hide your location
- Select preferred language



Available 24/7
+1 647 258 7176
assistance@wtp.ca

IN APP SETTINGS

Around me:

- Select and enter a country or city to view intelligence

Intelligence:

- Access comprehensive intelligence
- See risk rating for country and key categories
- Recent events for that country (last 7 days)

Map Feature:

- Move anywhere on the map
- Select & view alerts

Call for assistance:

- Push to call anytime pre-, during or post-trip

Events:

- See alerts/events near you
- Filter the distance to events to be notified
- Click event for more information

Inbox:

- If there is an alert impacting you, your push notifications will sit here

Travel:

- Create an itinerary to be kept up to date on events

Home:

- Returns you back to the dashboard

Update profile information:

- Simply click on the edit box against your name to update your email and phone

Travel Awareness Training:

- Video travel safety guides
- Access content covering LGBTQI+, female travelers, pre-trip preparation and on-trip considerations

Travel Assist Traveler Portal

All users need to register on the Travel Assist mobile app first prior to accessing the traveler portal. Then you can simply **'Sign-In to your Account'** with the same username and password.

Traveler Portal login / Registration

1. Navigate to <https://portal.travelassist.worldtravelprotection.com/emersoncollege>
2. Register as a new user or enter your username that you set up during your app registration
 - App registration steps detailed on following page
3. Enter your Password

Home tab

- This is where you update your profile
- Update preferred language & Time Zone
- Enter any mandatory fields
- Provide additional contact information
 - Additional email addresses
 - Mobile numbers

Travel tab

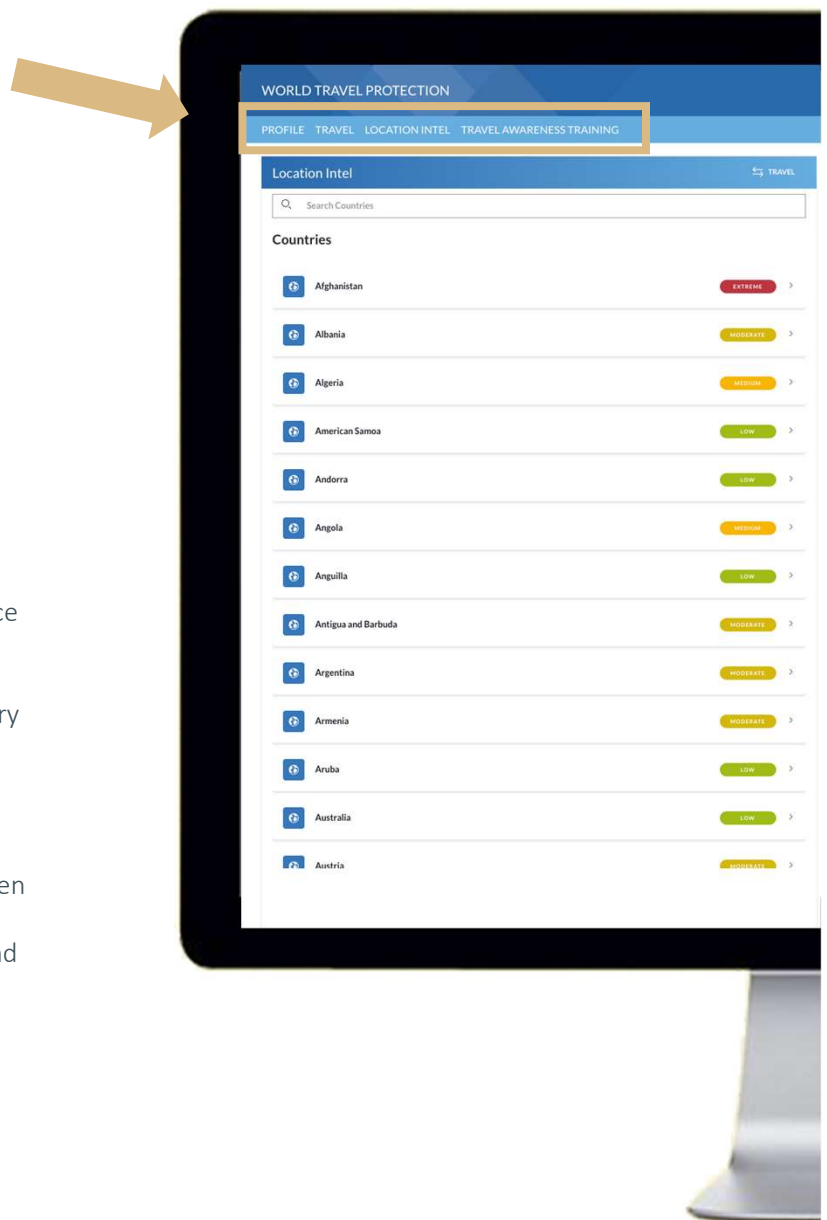
- View upcoming trips (registered with WTP)
- View historic trips (past 30 days)
- Edit a trip
- Add additional travel information to a trip
- Create a new trip/itinerary

Location Intel tab

- Search / Select a country
- View detailed analysis of country intelligence by key risk categories
- View latest Alerts
- Access City intel (where available) by country
- Review full detailed Covid-19 reports
- Download comprehensive report

Travel Awareness Training

- Access video guides to understand risks when traveling.
- Videos cover pre-trip, on-trip, LGBTQTI+ and female travelers.



2 WAYS TO CONTACT WTP:



Call the number on
your ID Card



Contact us through
the Travel Assist App

We recommend saving WTP in your contacts and printing the ID Card below to keep in your wallet.





Subscription:
Full TRM: Medical & Security

Organization:
EMERSON COLLEGE

worldtravelprotection.com

24/7 Assistance:
+1-647-258-7176

Email Assistance:
assistance@wtp.ca

Download the Travel Assist App:
For real-time global intelligence, critical event alerts and emergency assistance help.



*Please note, this is not a medical insurance card and not a guarantee of payment.

World Travel Protection
Medical, Security & Travel Assistance



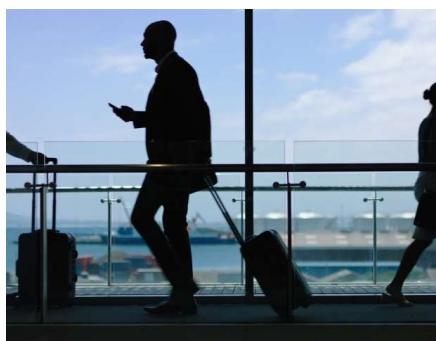
QUICK TIP:

Why print the ID Card? First responders know to look in your wallet if you are unable to communicate. With the contact information on the ID Card, they can call WTP immediately.



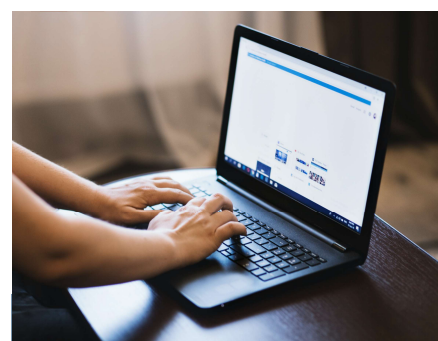
Medical

- ❑ Before you depart, talk to your doctor about any important medical records or medical history which you may want to document and bring with you (surgeries, diagnoses, medications, allergies)
- ❑ Ask your Provider or Pharmacy to see if you qualify for a longer supply of prescription medications taken regularly
- ❑ Confirm if you need any vaccinations that are required for your destination
- ❑ If required, bring your International certificate of vaccinations
- ❑ Check the medical infrastructure of your destination(s) via the Travel Assist app



Travel

- ❑ Before you leave, confirm that you have all necessary documents packed and photographed: license, passport, visa and work permits, and medical insurance card – and share a copy with someone you trust, in case you lose the originals.
- ❑ Print and take your WTP ID card
- ❑ Register for Travel Assist App on your phone
- ❑ Read your pre-trip briefing email from WTP
- ❑ Review Country Guide for your destination
- ❑ Confirm Flight, Hotel, Car or Transportation reservations



Security

- ❑ Designate a safe place to secure all important documents and valuables
- ❑ Be prepared by creating two wallets:
 - Quick-access wallet: Small amounts of cash, one credit card, ID, and other non-critical items for easy access
 - Standard wallet: remainder cash, credit cards, and copies of important documents
- ❑ Before you leave, confirm a global calling/data plan with your mobile carrier or purchase a global/local SIM card
- ❑ Ensure you are comfortable navigating the Travel Assist App
- ❑ Don't forget to pack chargers and adapters too!



QUICK TIP:

Did you know that certain prescriptions may not be legal in certain countries? Here are 4 tips to avoid any issues:

1. *Always bring the original prescription container*
2. *Bring your written prescription from your provider*
3. *Ensure your legal name is listed on both items*
4. *Search cdc.gov website for medication guidance*

When and why would I contact WTP when I already have medical insurance coverage?

WTP works in conjunction with your medical insurance. WTP is here to help provide you with assistance with any security or medical concerns you might have:

- If your passport or wallet are lost or stolen, we are here to help guide you on what to do.
- If you feel sick or need medical attention, WTP will help you find the nearest medical facility or arrange for a Telehealth appointment
- If you are in an accident or your travel plans are affected by a disaster, WTP will arrange evacuation to safety

What should I do if the app isn't working?

Contact your dedicated WTP client relationship manager or our support team at travelassist@worldtravelprotection.com

How can I avoid long-distance costs when calling WTP internationally?

- Confirm with your mobile carrier if they offer international calling/data plans – Most carriers offer affordable plans just for the duration of your trip.
- Use WhatsApp or similar free calling apps.
- You can always call us and ask us to immediately call you back.

Why would I allow you to track my location using the Travel Assist App? The last thing I want is anyone knowing everywhere I go.

- The location sharing feature is designed to provide you with relevant, local travel alerts – not to track your every move.
- In the event of a local weather emergency or political disruption, the app will notify WTP and your travel manager that you are in near proximity and may need assistance.
- You control how precise the location sharing is.
 - You can opt to only share your location when the app is in use.
 - We recommend continual geo-locating during your trip so you don't have to remember to re-engage the app and potentially miss an alert.
 - You have the option to share your precise location or instead utilize the **masking feature**, which only indicates your location with within 3 miles of your actual position. Masking is a common option as it eliminates privacy concerns while still ensuring you are receiving the necessary alerts and ensures you can be located should an incident or emergency occur and WTP or your employer/school are attempting to contact you and assist.

QUICK TIP:

The Travel Assist App is a great resource even when not traveling. You can keep updated on current events by reviewing country intelligence and global events.





**World Travel
Protection**