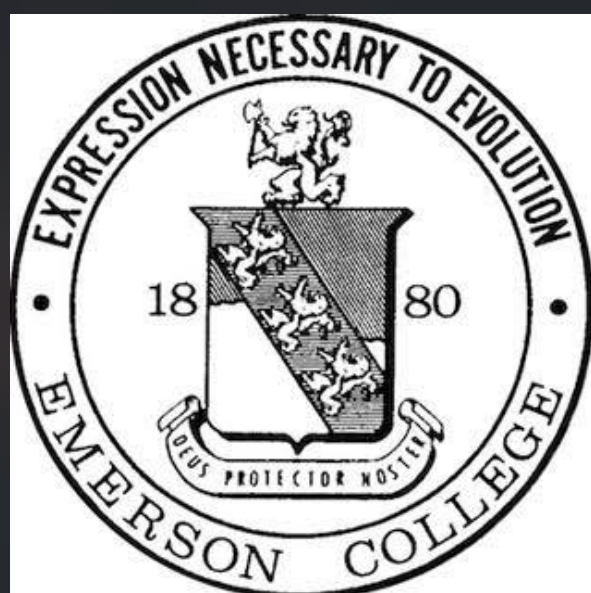




MANAGING YOUR TRAVEL RISK

Emerson College

Travel Risk Management

Travel Risk Management Program

Welcome to **World Travel Protection's Travel Risk Management Program.**

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!



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:



WHO WE ARE



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**



A network of more than **85,000 providers**



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



We handle over **50,000 cases** each year



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



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**

WHY CONTACT US?

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: assist@worldtravelprotection.com



QUICK TIP:

In the case of a life-threatening emergency, always seek immediate care by first contacting local emergency services. Then contact WTP as soon as possible, and we will coordinate with your healthcare provider and your organization, ensuring access to care and payment of costs is quick and seamless. For all other instances, contact WTP first for support and guidance.

WORLD TRAVEL PROTECTION CAN HELP YOU:



Discuss the quality of medical care at your destination



Provide help if your personal safety is at risk



Review any medical or security risks at your destination



Monitor your medical condition



Liaise with your travel insurer as required



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



Support with lost passports, documents, or credit cards



Assist with rearranging your travel if you are sick or injured



Manage any changing risks due to a natural disaster



Find a suitable medical facility in your location



Arrange hospitalization



Arrange a medical repatriation or evacuation



Arrange payment guarantees for medical expenses



Contact your family or employer to keep them informed

HOW TO CONTACT US

CONTACT WTP:



Phone: +1 647-258-7176



Email: assist@worldtravelprotection.com



Mobile App: Travel Assist 2.0



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.

PRINT YOUR WTP ID CARD

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



World Travel Protection

Subscription:

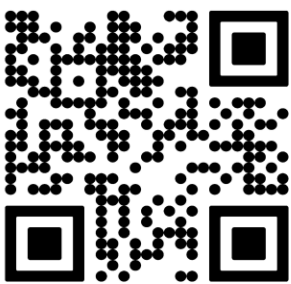
Full TRM: Medical & Security

Organization:

Emerson College

worldtravelprotection.com

24/7 Assistance:
+1 647-258-7176
Email Assistance:
assist@worldtravelprotection.com
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.



Medical, Security & Travel Assistance

World Travel Protection



PRE-DEPARTURE CHECKLIST AND TIPS



Medical

Ask your doctor:

- Are there any medical records or medical history I should document and Travel with i.e. surgeries, diagnoses, medications, allergies?
- Do I qualify for a longer supply of regular prescription medications?
- Do I need any vaccinations for my destination? If required, bring your International certificate of vaccinations.

Ask WTP

- Check the medical infrastructure and health information of your destination(s) via the Travel Assist app
- Still unsure? Call us for a pre-travel briefing



Travel

Ensure you:

- Read your pre-trip briefing email from WTP
- Download & Register for Travel Assist 2.0 App on your phone
- Print and take your WTP ID card
- Save WTP contact details into your phone contacts
- Complete Travel Awareness Training via Travel Assist 2.0 App
- Share a copy of important travel documents with someone you trust, in case you lose the originals.
- Confirm your itinerary is showing in the WTP Travel Assist app



Security

Prepare yourself:

- 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, contact your phone provider to request global roaming or purchase a global SIM card
- Ensure you are comfortable navigating the Travel Assist App
- Pack chargers and power adapters
- Still unsure, - call us for a pre-travel briefing



QUICK TIP:

Did you know that certain prescriptions may be illegal in other 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](https://www.cdc.gov) website for medication guidance or contact WTP



Travel Assist Technology





Travel Assist 2.0 Mobile App

1

Scan QR code,
or visit App Store/Google Play
to download
“Travel Assist 2.0”



2

HOW TO REGISTER

1. Download ‘Travel Assist 2.0
2. Enter email address
3. Receive OTP (one time password) via email
4. Add your details
5. Set your password
6. Accept end user licence agreement

3

PHONE SETTINGS

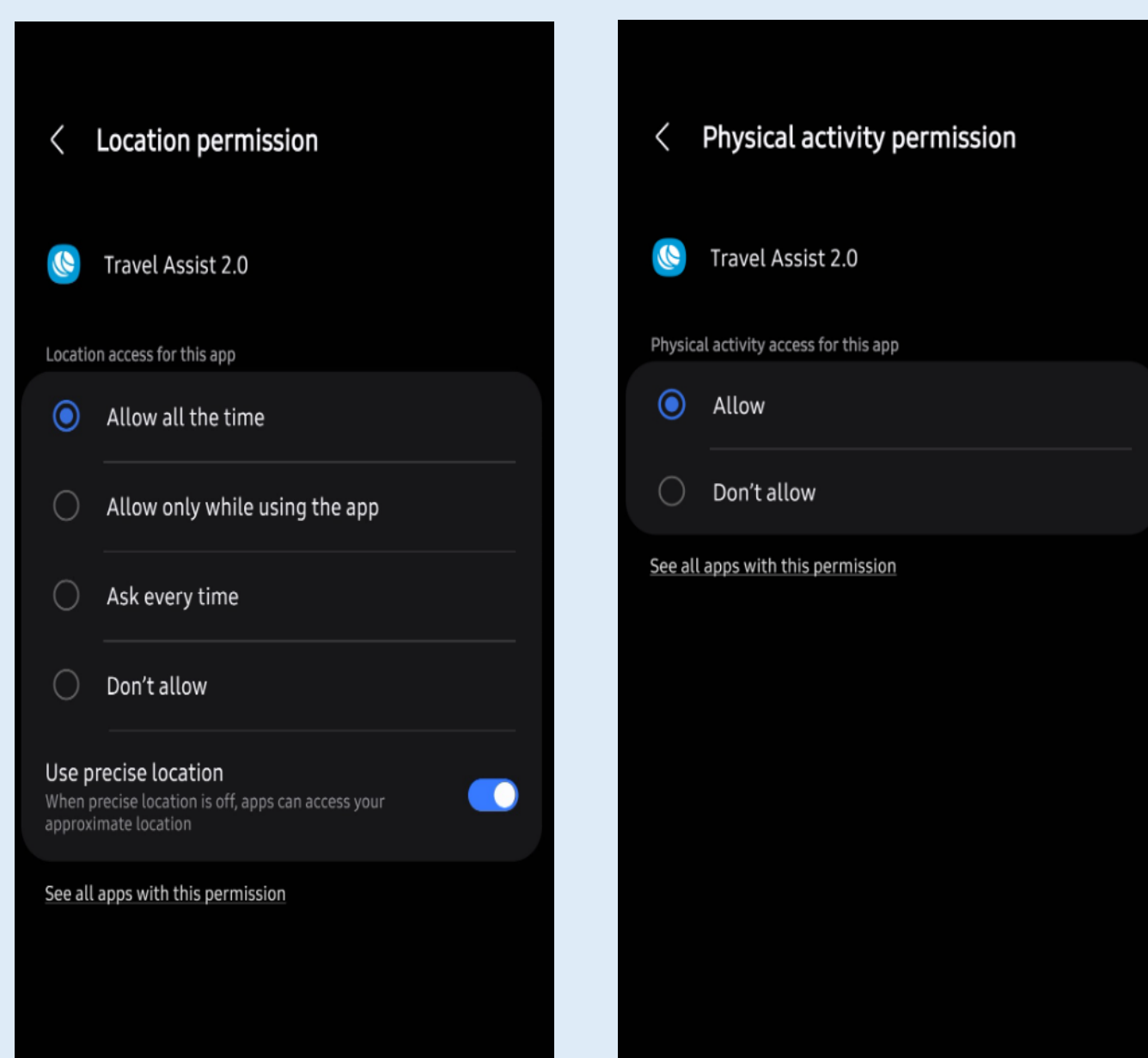
- On your device, open Settings
- Security and Privacy
- Location Services
- Search for the Travel Assist 2.0
- Ensure the 'Always' option is selected
- Ensure 'Precise Location' is also toggled on

Travel Assist 2.0 - MOBILE APP

Location Permissions

Before the Travel Assist 2.0 App can send you auto-notifications of travel risks and intelligence, you need to enable your app permissions in your phone settings to 'always' have access to your location and motion:

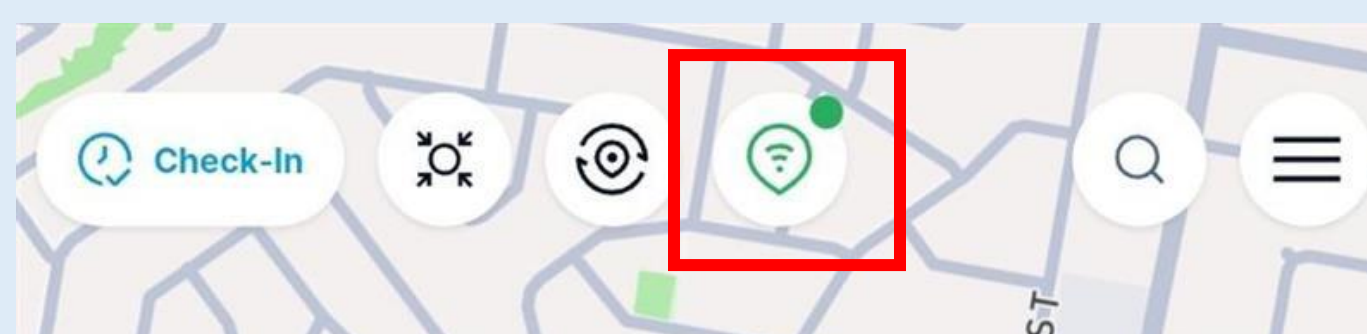
Android Permissions



Apple Permissions



You can disable and enable location sharing at any time from within the app itself, by tapping the pin icon on the home screen. If this icon has a green dot, your location is being actively shared; if the icon has a red dot, your location is not being shared:



Travel Assist 2.0 - APP

IN APP FEATURES

Search:

- Enter a country or city to view intelligence report

Intelligence:

- Access comprehensive intelligence
- See risk rating for country, city, and key categories

Map Feature:

- Move anywhere on the map
- Select & view all current alerts

Call for assistance:

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

Comms:

- If there is an alert affecting you, your push notifications will show here
- Safety Check-in requests will also show here

Travel:

- View your itinerary and any upcoming itineraries
- Access intelligence summary and detailed reports in relation to your itinerary
- Create an itinerary to be kept up to date on events

Home:

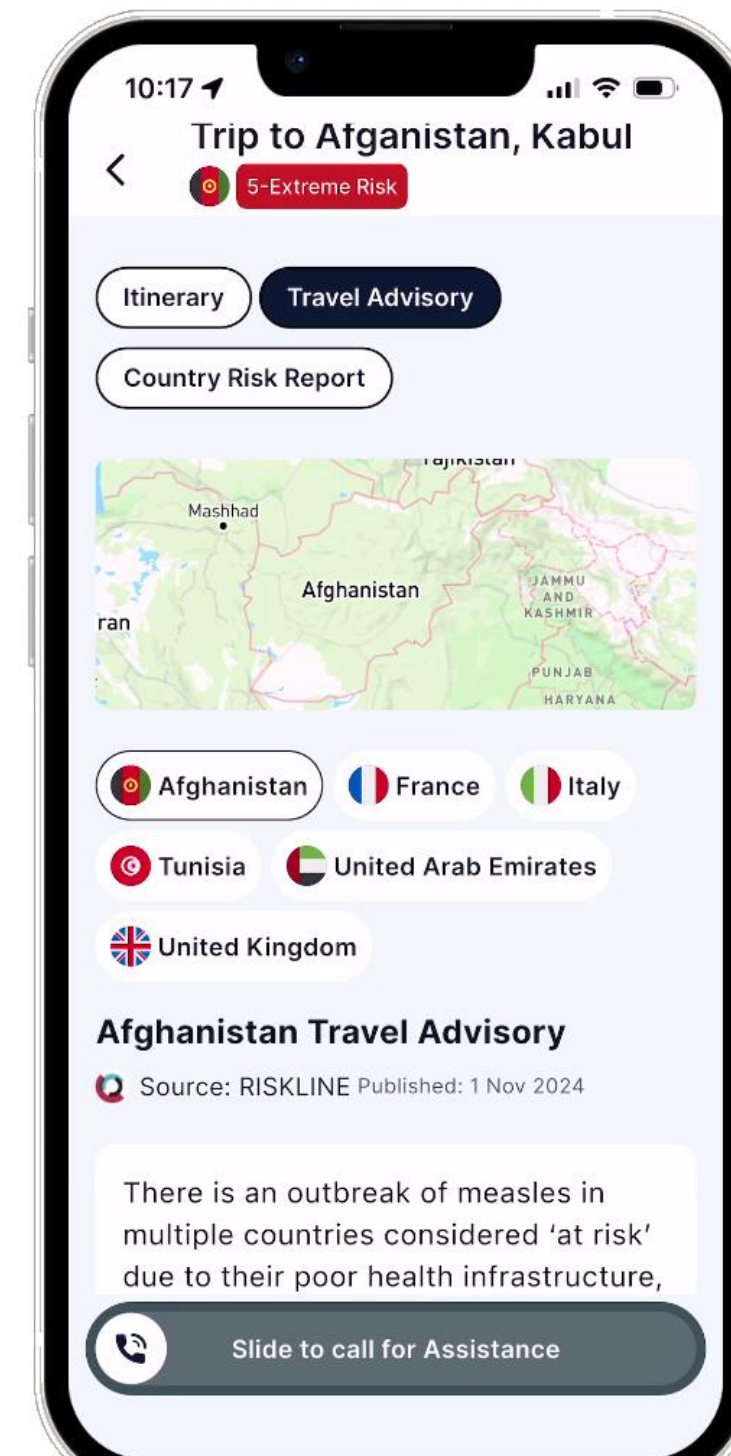
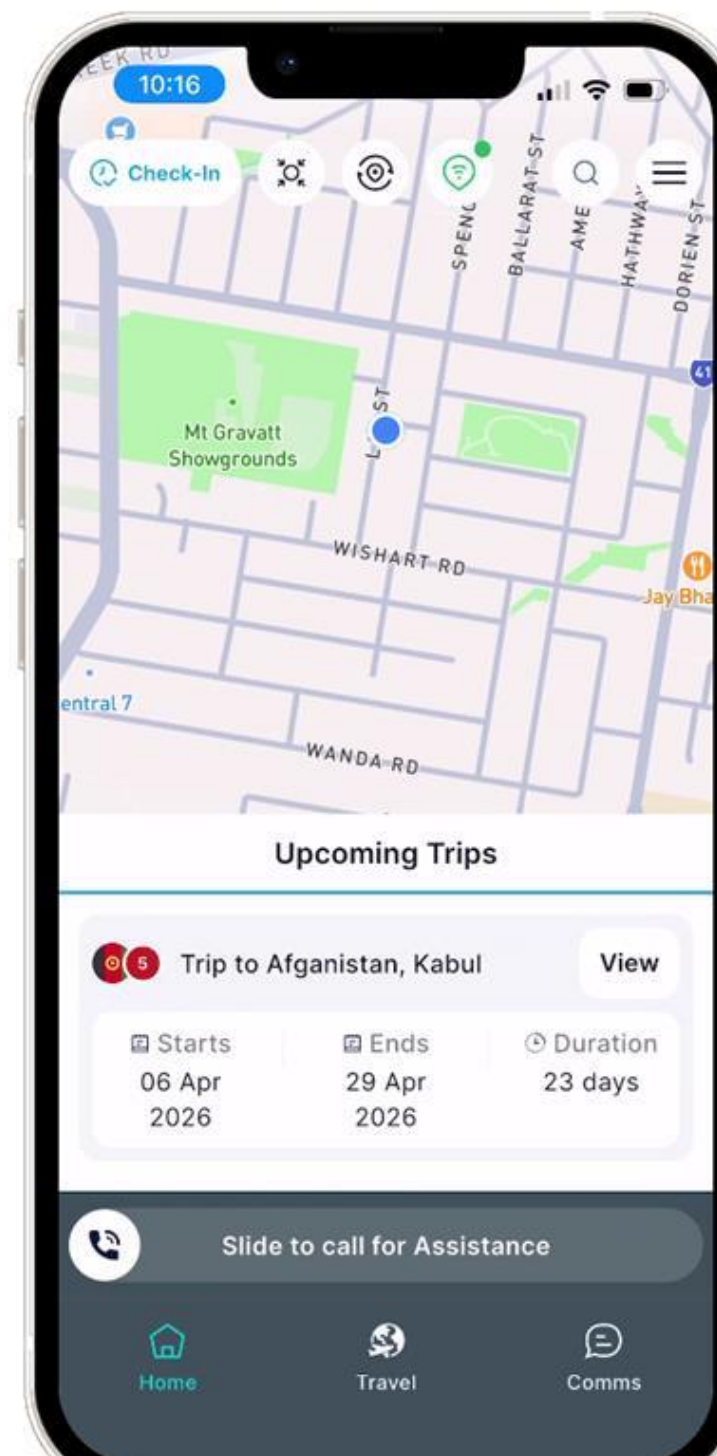
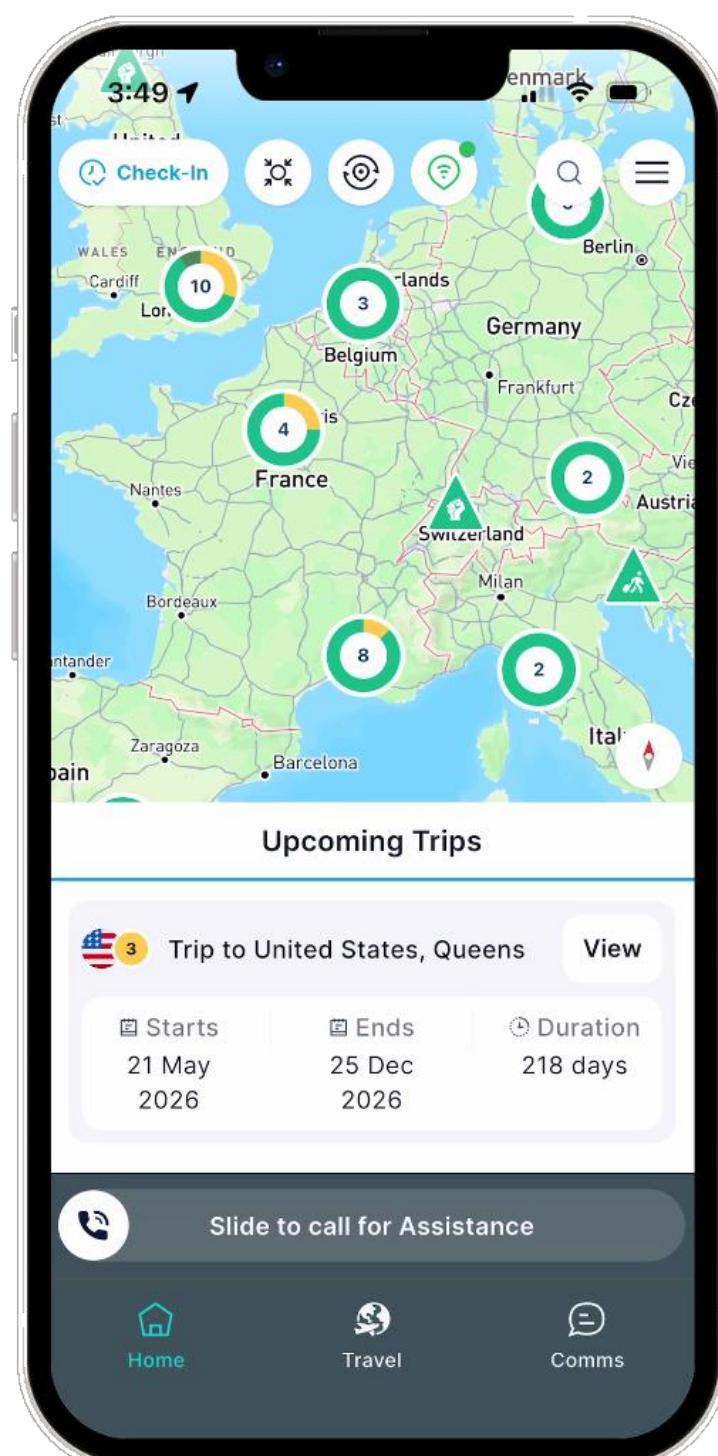
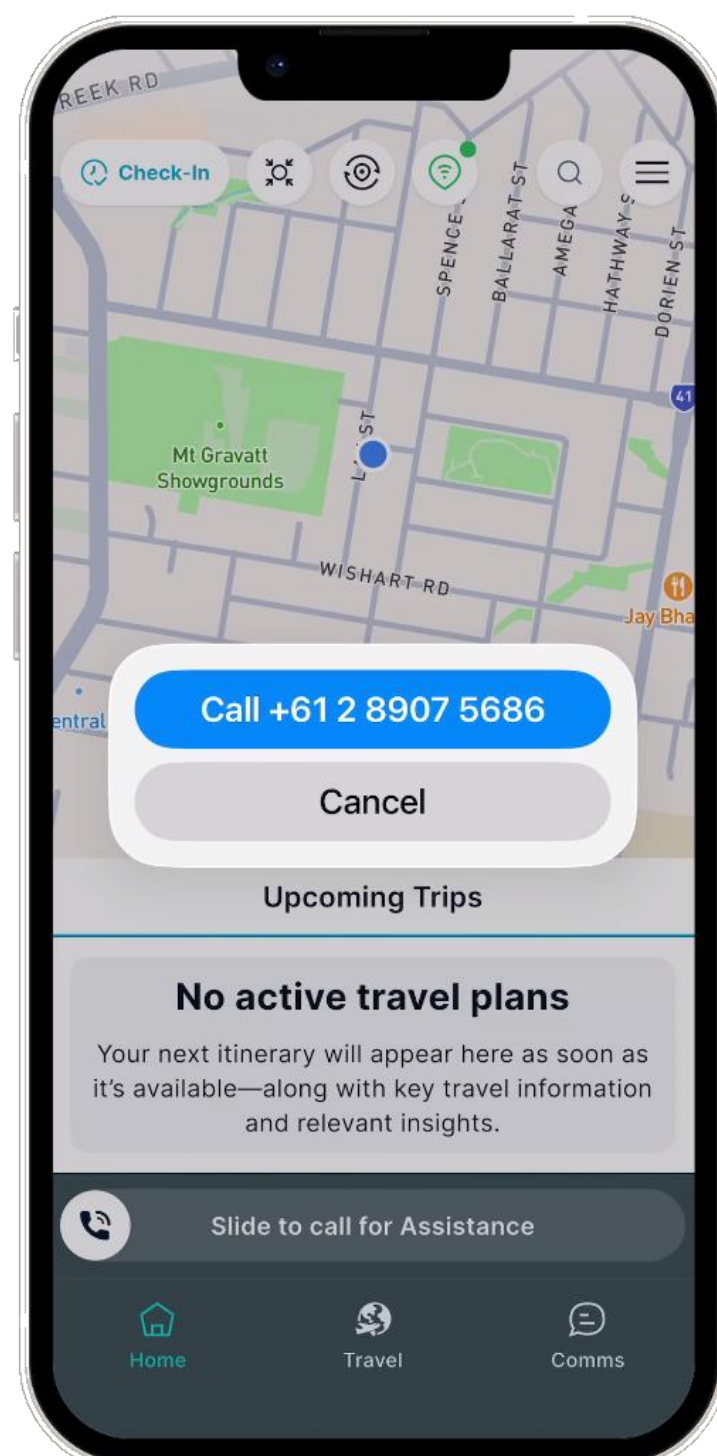
- Returns you back to the dashboard

Update profile information:

- Click on the hamburger icon > My profile
- Update Personal information, contacts and emergency contact and numbers

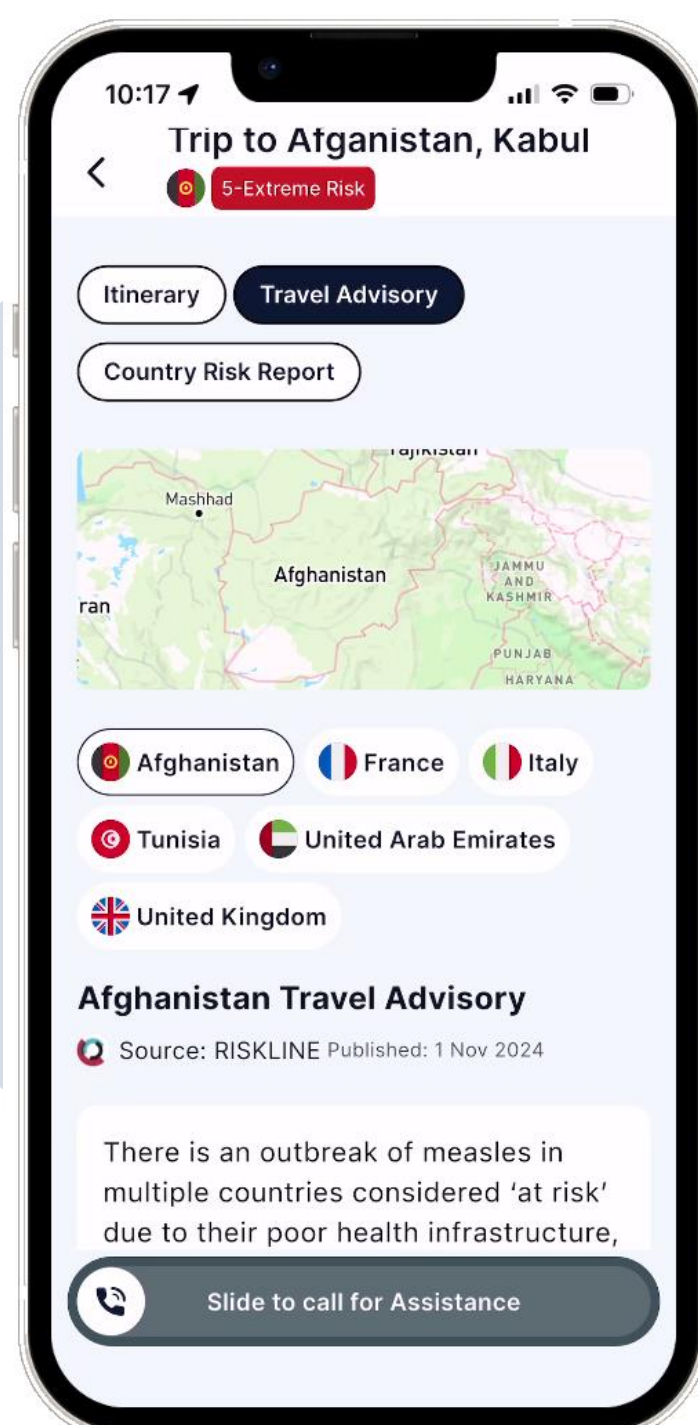
Travel Awareness Training:

- Click on the hamburger icon> Travel awareness training
- Video travel safety guides
- Access content covering LGBTQI+, female travellers, pre-trip preparation and on-trip considerations



The Travel Assist 2.0 App follows your location in proximity to global events for risk and safety purposes. We do not track phone, fitness, or browsing activity.

Make sure you are aware of potential risks impacting your itinerary by using pre-trip briefings and training on our Travel Assist app and through our Command Center.

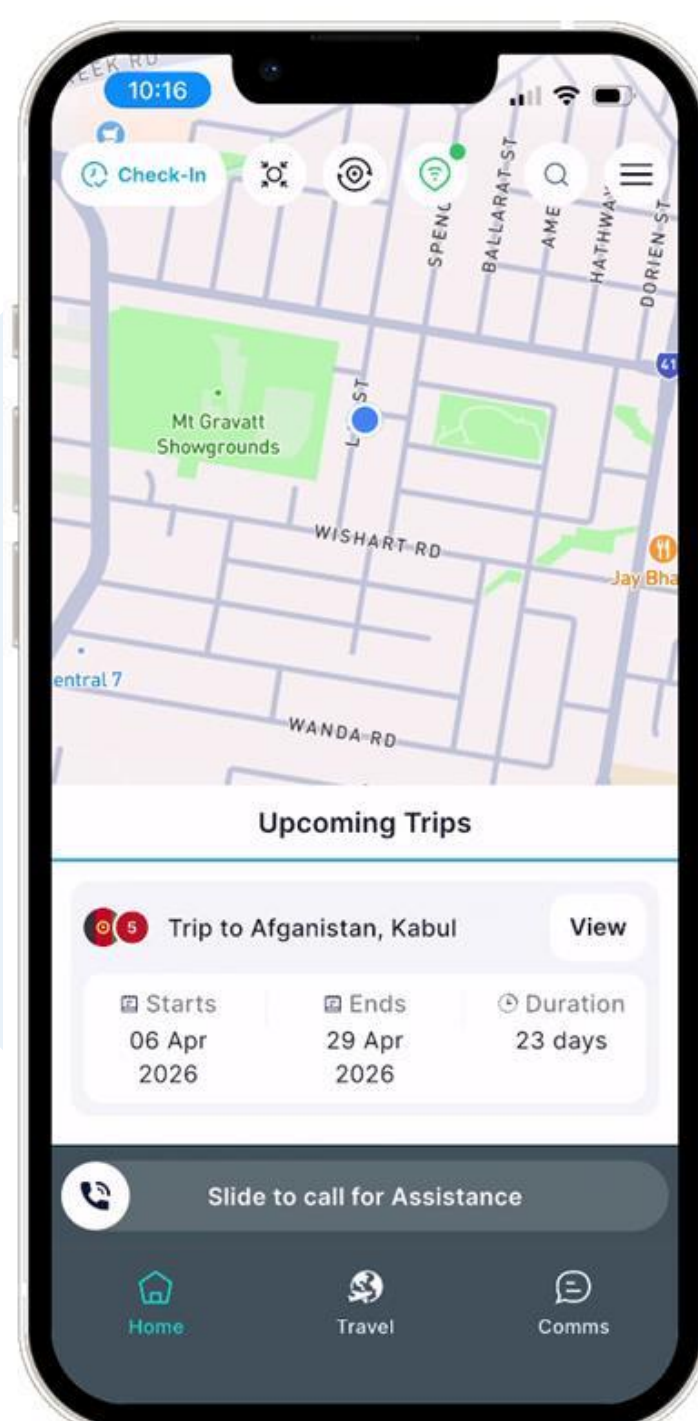


Before You Leave

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



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:
+1 647-258-7176

TRAVEL SUPPORT FAQ

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 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.

You can always call us and ask us to immediately call you back at the hotel, hospital or chosen number.

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 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 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.