

# New Valuable Services

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- ★ **Worldwide Travel Assistance Program** – No matter how well you plan, traveling is always full of surprises. The Worldwide Travel Assistance Program offers peace of mind when traveling for business or pleasure. Help is available anytime, anywhere and is provided **at no cost to you**. You can rely on a staff of multilingual assistance professionals to help you with any medical, legal, or financial difficulties that may interfere with your trip:

## Emergency Medical Assistance

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- Medical evacuation and/or repatriation
- Return of dependent children
- Car return (domestic only)
- Repatriation of remains
- Return of traveling companion
- Prescription replacement or refill assistance
- Medical case management and review
- Pet return
- Eyeglass replacement assistance
- Bedside visit of a family member

## Pre-trip Assistance

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- Full service, in-house travel agency available to help with travel needs for business or leisure, including airfare, hotel, car rental, and conference room reservation
- Cultural information, with details on business etiquette and local customs

## Financial, Legal and Communication Assistance

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- Emergency cash advance
- Referral to attorneys
- Lost document assistance
- Emergency message relays
- Bail-bond posting
- Emergency translation/interpretation assistance by phone

For more information on the Worldwide Travel Assistance Program, please call (800) 243-6108.

- ★ **Beneficiary Assist** – To help you cope with the decisions that confront beneficiaries of an insured person who dies or an insured person receiving benefits because of a terminal illness or severe accidental injury, Beneficiary Assist is there for you around the clock. Beneficiary Assist includes grief counseling, financial planning and legal counseling services, offered at no charge to you. For more information on Beneficiary Assist, please call (800) 411-7239.

- ★ **Ability Assist** – After a disability, you and your family may have difficulty coping. Even without the stress and sorrow of a disability, you may need help with concerns such as eldercare, substance abuse, childcare, family relationships, marital problems and work-life issues. Ability Assist provides resources that can help, offered at no charge to you. With Ability Assist, you have access to counselors who are available around the clock via a toll free number. You also have access to telephone assessments, consultations and referrals to local resources and services, such as homemaker services, assistive equipment and home remodeling, home-delivered meals, daycare for children and elderly parents, and respite care for caregivers. For more information on Ability Assist, please call (800) 964-3577.



- ★ **EstateGuidance** – A will is perhaps one of the most important legal documents that you should have. It ensures that you will control who gets your property, who will be the guardian of your children and who will manage your estate when you die. EstateGuidance is a new employee benefit that offers you the ease and simplicity of online will preparation. Your will can be completed online and then downloaded or mailed to you. You'll also receive instructions on how to execute your will and store it. EstateGuidance is offered at no charge to you and your family members. For more information on EstateGuidance, simply go to [www.estateguidance.com](http://www.estateguidance.com). To access this website, you will need to enter the *Company Name* which is **Wayne State** and the *Company ID* which is **HFD101**.