

WHAT IS THE CHUBB TRAVEL ASSISTANCE PORTAL?

Chubb's Travel Assistance Portal features information and tools to support travelers before and during their trips abroad. The site contains real-time destination-based health, security and travel-related information including:

- x Country and city risk ratings and profiles
- x Health, medical, safety and security reports per locale
- x Mitigation tips and consulate contacts
- x Information on business conduct, transportation, holidays, currency exchange rates, etc.
- x News and real-time security alerts
- x General travel tips

A variety of tools have also been integrated within the portal to minimize inconvenience during trips and support travelers in an emergency. These include:

- x Drug translator which can be used to find the foreign equivalent of a US drug
- x Medical terms translator to facilitate communicating with medical personnel in foreign locations
- x Medical provider search to look up hospitals and doctors in a given locale
- x International calling code search and obtain the code to dial from one country to another
- x Call Me Back feature so that travelers can contact Chubb's Assistance Provider and receive a call back within a defined time, particularly useful if you have difficulty

WHAT SHOULD I DO IF I HAVE FEEDBACK?

If you have feedback or technical issues to share, please complete the form located on the Contact Us page within the Travel Assistance Portal. We will look into the matter and get back to you should you request a follow up communication.

WHAT IS THE CALL ME BACK FEATURE?

Customers are now able to submit their requests directly to Chubb's Assistance Provider via the portal's Call Me Back functionality. It is intended for customers who need assistance while traveling but may be unable to make a collect call or for any other reason cannot get through. In order to use Call Me Back, the customer must be registered and will need to submit a simple form found on the Call Me Back page. Upon completion, an e-mail notification will be generated to Chubb's Assistance Provider's Operations team.

WHAT IS THE DRUG TRANSLATION TOOL?

The Drug Translation tool will help users find the foreign equivalent of a US brand name or generic drug, should they need to obtain the drug while traveling. It provides the equivalent name for more than 7,000 brand name and generic prescription and over-the-counter drugs for 115 countries.

WHAT IS THE MEDICAL PHRASEBOOK?

The Medical Phrasebook is a translation tool which enables users to overcome potential language barriers should a medical situation arise while abroad. It is designed to allow users to describe their medical issue to a medical professional as well as to understand what they may advise them.

Simply select a symptom and the language in which the translation is required and the tool will provide the relevant information in both English and the requested language. The list of phrases covers the most common ailments or symptoms. These are available in eight languages: English, French, German, Spanish, Italian, Russian, Arabic and Mandarin and also provides sound files so users can hear how the results are pronounced.

WHAT IS THE FIND A MEDICAL PROVIDER TOOL?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) both internationally and within the US. This information is acquired from an international database, which currently supplies nearly 4,000 provider records and a US database, which offers details on about 98,000 facilities and 450,000 physicians. Users can look up coordinates for a provider of choice as well as directions. They can also submit ratings and review providers from whom they have received services.

HOW DOES THE MYTRIPS FEATURE WORK?

MyTrips allows users to get security and risk information on their upcoming destinations immediately upon log in, without having to use the Find Locale tool. Users can either import their already existing travel plans from Triplt or manually add their upcoming trips which will appear on the home page each time they log in until the trip dates have passed. From the home page, users can then click the Show Locale Detail link to quickly get the destination information and easily toggle between upcoming trips.

DO USERS HAVE TO HAVE ACCESS TO TRIPIT TO MANAGE THEIR TRIPS?

No. Users can add their itineraries manually by clicking the "add manual" button from the home page dashboard. The option to sync their Triplt account with the site is provided as a convenience to users.

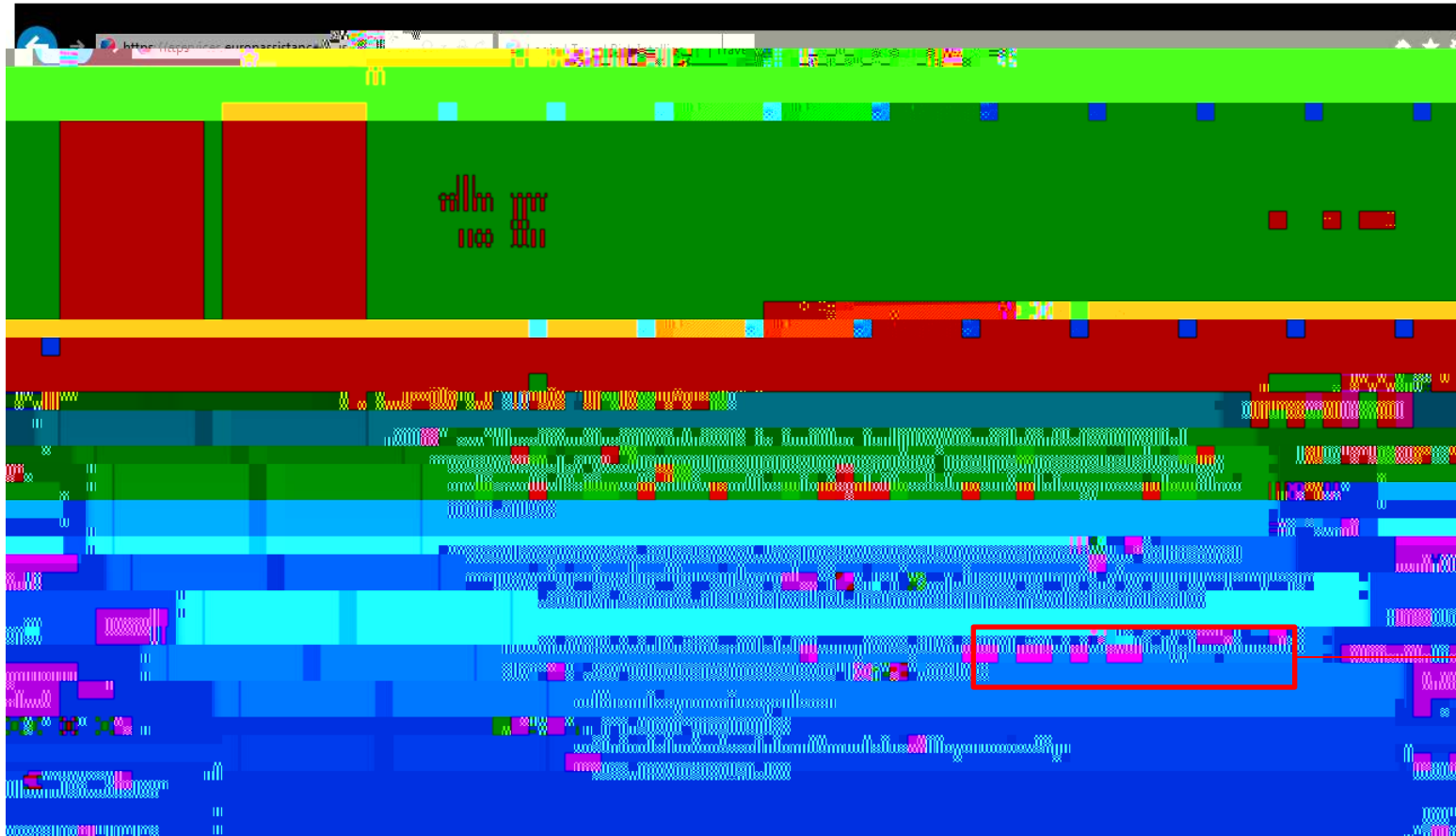
DO YOU HAVE AN APP?

Chubb's Travel Risk Portal is mobile optimized and can be accessed on any device using iOS, Android or Windows operating system. The mobile site has all of the same features available on the desktop with certain sections of the site accessible for viewing even if you are offline. Once you have registered for the portal using a desktop, you may visit the mobile site by accessing the same URL (www.acetravelassistance.com) on your phone and using your personalized log-in information.

Tra el A i ance Por al

Ne U er Regi ra ion

www.acetravelassistance.com



New Users should click "Sign Up Now" to begin registration to gain access to the Portal



Group ID:
aceah
Activation
Code:
security





Box will pop up when

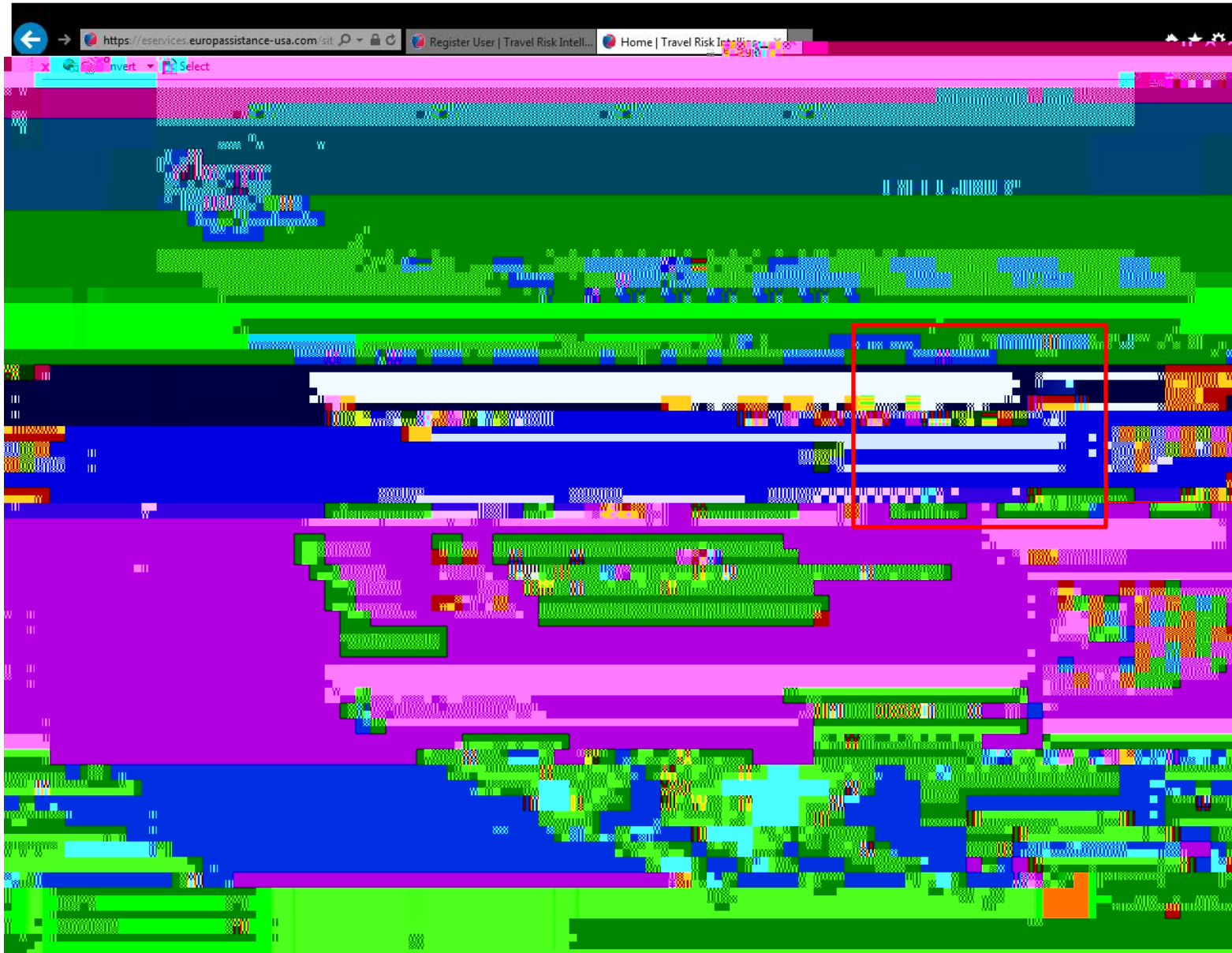
Click "Access
Member Site"
This will direct
you back to
the Portal
log-in page





Enter the e-mail address and password you gave during registration.

You will now have full access to the Chubb Travel Assistance Portal



Click "EDIT" to
complete your
profile

PORTAL MOBILIZATION

EA's Travel Risk Intelligence Portal is now mobile optimized and can be accessed on any device using iOS, Android or Windows operating system. The mobile site has all the same features available on the desktop site with a few enhancements:

- **Location Aware:** You can obtain destination, medical provider and calling code information for your current location in one click, by allowing the site to detect your current location.
- **Favorites:** You can designate certain locations as favorites by clicking the star icon in the Locale Info section of the site which marks the location as a favorite for quick access to this content on future visits.
- **Resources:** This is a new section that houses the Travel Information and Promotion modules from the desktop site as well as mobile-specific FAQs and content from the Home page that appears before you log in.
- **Offline Functionality:** We have made certain sections of the site accessible for viewing even if you are offline. As you navigate the site while online, content from the following sections of the site are stored or cached for viewing later offline, even without a data connection:
 - Emergency Help
 - Emergency Profile
 - Calling Codes
 - My Profile
 - Program Page
 - My Alerts
 - My Trips*
 - My Favorites

