

International Traveler and Medivac

Table of Contents

INTERNATIONAL TRAVELER 2

MEDICAL EVACUATION 3

WHAT IS MEDICAL EVACUATION? 4

GLOBAL EMERGENCY MONITORING (GEM) 5

THE KNOWLEDGE FOUNDATION 6

THE NEWSWIRE COMPENDIUM..... 8

INTERNATIONAL TRAVELER SUBSCRIPTION PRICING 9

INTERNATIONAL TRAVELER

The International Traveler package provides the traveler with an enhanced range of services that is unique in the security and travel safety industry. Global Traveler subscribers enjoy all the following security benefits and services:

REACTIVE SERVICES

In the event that, despite your preventative measures, you are in trouble and you need help - you know that **'we're there when you need us...'** The following services are all included:

- **Private Search and Rescue**
- **Global Emergency Monitoring (GEM)**
- **MedEvac - on-demand medical evacuation worldwide**

PROACTIVE SERVICES

Intelligence and information are the keys to avoiding trouble and minimizing risk. The following services are designed to do just that. The location services also feed information to GEM so that, should the need arise, the Emergency Response center has the maximum amount of information available to maximize the efficiency of its response.

- **TSG Newswire Compendium**
- **Virtual Security Consultant**
(e-mail advice on any security topic)
- **Knowledge Foundation including GlobalEye & ThreatWatch**
This is the key resource for pre-trip and in-journey destination intelligence.

24/7 Emergency Contact Number

All subscribers have access to a 24/7 Emergency Contact Number for use in an urgent and life-threatening situation.

Global Traveler subscribers also have access to the following additional security and emergency medical services (for an additional charge):

- Confidential Security Services
- Special Services
- Global Messaging

Global Monitoring (custom corporate intelligence)

MEDICAL EVACUATION

Freedom from Financial Disaster:

Many domestic health policies do not cover travel emergencies - if they do, the patient is often left to cover the difference between the coverage limit and the actual incurred cost. Depending on the patient's needs and location, an evacuation can range from \$20,000 to more than \$100,000. With GLOBAL TRAVELER, your case will be managed 24/7 by seasoned medical professionals, and your entire medical evacuation cost will be covered.

Elimination of Communication Barriers:

In addition to the stress of an emergency while away from home, travelers can also be faced with the lack of communication and confusion stemming from a language barrier. INTERNATIONAL TRAVELER global locations will facilitate foreign language translation for over 100 languages to help you receive the timely care you need.

Guaranteed Payment Directly to Care Providers:

Primary health plans require you to pay up front for services and submit for reimbursement, and some medical facilities abroad require full payment in cash before providing treatment. INTERNATIONAL TRAVELER ensures that all up front hospital payments are taken care of, so that you can receive the immediate medical attention you require. We have no claims forms to fill out, no reimbursements to be settled.

Comprehensive Global Network:

With global offices and local presence in over 75 countries, with over 5,000 global resources, INTERNATIONAL TRAVELER 24/7 customer care line is available as your #1 travel and emergency resource. In addition to medical emergency resources, we also provide non-medical services, such as emergency message relay, lost Visa/Passport assistance, and lost luggage compensation.

Emergency Flight Experience:

With successful air ambulance missions of Hurricane Rita victims, SARS patients, and stroke victims, the global network of air ambulance providers will ensure your timely return to your home hospital or hospital of choice.



WHAT IS MEDICAL EVACUATION?

Medivac is a single, life-saving source for medical evacuation and emergency assistance. Medical evacuation coverage is available from any country worldwide and starts 100 miles away from home to a hospital of your choice anywhere in the World.

All plans are activated over the internet without the inconvenience of paperwork and coverage can be immediate or purchased for a future trip.

The Medical Evacuation program that is part of the International Traveler membership provides the following additional benefits:

- Worldwide Medical Evacuation
- 24-Hour Travel Emergency Hotline
- Transport to Hospital of Choice
- Medical Monitoring & Consultation
- Foreign Language Translation
- Emergency Cash Advance
- Medical, Dental, Pharmacy & Legal Referrals
- Emergency Message Relay
- Lost Luggage Assistance
- Visa, Passport & Immunization Requirements
- Travel, Health & Safety Precautions
- Prescription Refill & Shipping
- Lost Travel Document Assistance
- Transport of Mortal Remains
- Cultural, Social & Political Intelligence
- Family Reunion Expenses
- 24-hour nurse Help Line

Consider the following scenarios:

What if...

- You were injured while traveling?
Most health insurance plans do not cover travelers away from their home country, and there is no guarantee that an emergency care facility will admit you.
[Protect against inadequate health care coverage with International Traveler!](#)
- Your evacuation to a hospital of your choice cost \$50,000?
Most premium credit card and travel insurance plans do not cover the high cost of a medical evacuation. If they do then almost certainly it is to the nearest suitable facility, not to a hospital near your home.
[Protect against unexpected financial disaster with International Traveler!](#)

No quality emergency care were available?

Each year, thousands of travelers experience slow emergency response and inadequate medical care in foreign hospitals.

GLOBAL EMERGENCY MONITORING (GEM)

Global Emergency Monitoring (GEM) is a set of features that are fundamental to the Emergency Response System and which provides the delivery mechanism for providing timely information and warnings if an event of a health- or life-threatening nature occurs in the region where a Member happens to be traveling. It is a key component of the critical systems operated by the International Emergency Response Coordination Center.

The GEM interface receives and processes 911/SOS messages from people as well as vehicles, construction equipment, boats etc. that are equipped with any GEOS-approved device. The GEM interfaces are designed around a distributed workload architecture, which was specifically designed to be particularly resilient in the event of any disastrous occurrence. Survivability and disaster recovery are inherent in this architecture.

The GEM service includes two key strands. These are:

- **Critical Intelligence Alerts** - information about any event of a life-threatening nature, whether of natural or man-made origin, occurring anywhere in the World, will be communicated to Members currently traveling in that region for whom there is a risk that they may be affected. The IERCC monitors the location of all Members with membership levels of Traveler Plus or Global Traveler thus enabling the Emergency Center to instantly notify all those travelers that may be affected by the particular event. Messages are sent by SMS and email direct to any GSM cell phone or SMART Phone with every transaction of time sent, time acknowledged, time resent etc. being electronically audited. These are also called Class 1 Alerts.
- **Member Distress Monitoring** - this service strand is available to all SAR, Traveler Plus and Global Traveler members.
Members without a My911-approved communications device may call the EMERGENCY HOTLINE number (see below) but should note that the service may be impaired because the Watch Officer will not have instant access to your GPS coordinates.

Global Emergency Monitoring is further facilitated by the following resources:

- **International Emergency Response Center (IERCC)** - this 24/7 resource is dedicated to supporting our initiation of Critical Intelligence Alerts and to responses to incoming Member Distress Alerts.
- **24/7 Emergency Hotline Number** - All Global Traveler members have exclusive access to a 24/7 Emergency Hotline for use if the Member does not have a My911 approved device and Service Application **AND only in an urgent and life-threatening situation.**

PLEASE NOTE that deliberate OR negligent misuse of this resource will attract a False Alarm Charge of US\$350.00. Please be aware that misuse of this service may endanger the lives of genuine users.

THE KNOWLEDGE FOUNDATION

The Knowledge Foundation is the key access mechanism to pre-travel and in-journey destination intelligence. Different levels of access to this knowledge base are available depending on the level of membership. Traveler members (our entry-level membership) have access to a restricted level of information. All Global Traveler and Pegasus members have access to the full and unrestricted Knowledge Foundation content.

The Knowledge Foundation content and features includes:

- 24-Hour Global Communications Inquiries (coverage areas, suitable instruments etc.)
- E-mail Corporate Security Advice for Business Travelers
- Frequently Asked Questions
- Web Interface
- Travel Safety Articles

These features are available to ALL levels of membership. In addition, the multilevel intelligence content is accessible through two web-based interfaces - these are GlobalEye and ThreatWatch. A more detailed description of these resources is available below:

GlobalEye

- **Daily Intelligence Briefings (HOT SPOTS)** - This is a daily (Monday to Friday) intelligence briefing that offers a comprehensive view of what is happening around the world every day. Hot Spots delivers a complete picture of incidents that could impact personal wellbeing, business or travel.

Hot Spots is a concise compilation of international news events, many of which are not covered in the mainstream press.

Coverage includes major events, social, economic and political issues, and even extreme weather conditions that may affect business or travel. This resource is available to ALL levels of membership.

Country Intelligence Reports (Global Traveler and Pegasus)

- **Country Briefing (CIA)** - Comprehensive current country intelligence sourced from the Central Intelligence Agency
- **ThreatWatch Intelligence** - These Intelligence Reports provide a more in-depth look at each country, analyzing political, security and transnational issues that could affect the foreign traveler. These reports are very detailed and provide valuable information on the types of likely threats to be present. Provided through an agreement with ASI, these reports detail the transnational terrorism threat, the types of organized criminal activity and health issues that could affect the traveler.
- **CityWatch Reports** - The City Watch Reports provide a detailed look at selected foreign cities. These reports include a listing of local emergency numbers, an overview of crime and security in that city, cultural tips, hotel recommendations, currency and health information, among other topics.

- **CityWatch ThreatMaps** - The Color-Coded City Maps provide a quick glimpse at selected foreign cities, identifying areas of high criminal activity and/or concern. These areas are highlighted in either yellow or red and travelers should avoid these areas. While not intended to be navigational aids, these maps are a great resource for understanding what parts of a foreign city should be avoided.

ThreatWatch (Global Traveler and Pegasus)

- **Country Threat-level Maps** - This is a simple graphical rendition of country risk assessment through a color-coded map of the World, which can be drilled down to individual color-coded countries. Country risks are rated 1 to 5. More detail is available on the Country Threat Analysis list.

Country Threat Analysis List - A simple, at-a-glance tool showing the current risk assessment for a country with details on the nature of risk and its prevalence.

THE NEWSWIRE COMPENDIUM

The Newswire Compendium is a resource which provides a broad range of useful information that is publicly available but has been brought together to make access more efficient for the Member. The compendium is available to all levels of membership.

The TSG Newswire Compendium includes:

- **News & World Press Review** - Today's News and analysis from around the world. Hundreds of international newspapers, many in English. Optional daily e mail of today's news headlines with links to full stories. There is no fee. News wire feeds updated every 30 minutes via TSG web site.
- **World Weather** - Click to view weather forecasts for anywhere in the World
- **Free translations** - Click to instantly translate texts between any of the major languages
- **World Time** - Verify the current time anywhere in the World
Currency Converter - Convert world currencies instantly with both current and historical exchange rates
- **CIA World Factbook** - Find a wealth of information about every country or administrative region in the World from this renowned online resource using declassified Central Intelligence Agency data.

Please note that as MY911 has a continuous development policy specific details of the features available within the compendium are subject to change without notice. Such changes do not constitute any breach of the MY911 Terms and Conditions, which are available to view on this website.

INTERNATIONAL TRAVELER SUBSCRIPTION PRICING

My911 through its partner also offers a premium service which, in addition to all Global Traveler services, includes worldwide Medical Evacuation protection as standard. The decision to be flown home by air ambulance to a hospital of your choice when more than 55 miles from home is YOUR decision not that of your insurance company. This is available to US residents, expatriates and non-US residents living in any of 120 countries worldwide. This package is available for a minimum duration of 7 days. Downgrades are not permitted.



USA Pricing

Plan Type	Duration	Individual US\$	Family US\$
Short Term (U.S.)	7 days, single trip	55	100
Short Term (U.S.)	14 days, single trip	75	135
Short Term (U.S.)	21 days, single trip	95	165
Standard (U.S.)	6 Month Plan, 90 day max trip	150	260
Standard (U.S.)	Annual Plan, 90 day max trip	225	370
Extended Stay (U.S.)	180 day max trip	340	435
Extended Stay (U.S.)	270 day max trip	425	590
Extended Stay (U.S.)	365 day max trip	535	800