



XL Insurance

Protect & Assist Insurance Cover

On the Go Travel Pack

UK / Accident & Health

Cover with care

As part of your employer's Protect & Assist business travel insurance policy with AXA XL, we offer a variety of response and assistance services. These services are provided by approved third party response and assistance specialists Healix, who will be ready to protect and assist with everything from simply providing some practical pre travel help or advice, to an overseas medical or security crisis.

Travel assistance app and portal - helping you get the most out of your cover

Our experts also offer 24 hour support to risk manage an incident affecting you while you are in your country of domicile, as well as when you are abroad. This pack is designed to raise awareness of the app and portal and also provides information on how to access emergency assistance and claims.

Pre-travel

Ensure you have downloaded the Protect & Assist Business Travel App

The Protect & Assist app enables you to:

- Access urgent assistance in a medical or security situation
- Access detailed Country Advice including Emergency Contacts, Travel Risk Advice and Country Risk Rating
- Consider our pre travel checklist
- Notify us of a claim.



Protect & Assist Travel Oracle portal, powered by Healix

The Healix Travel Oracle portal is designed to provide the traveller with up-to-date information and alerts about the travel destination. It offers complete country guides to provide in-depth knowledge about the intended location, as well as tips and advice on how to stay safe while overseas.

Healix is our trusted third party response and assistance partner. We work closely with Healix to provide specialist travel services and support for our Protect & Assist cover.

Alerts



These are divided into the following categories and can be filtered accordingly:

- Travel
- Health
- Security
- News

Countries



Travel safety information on over 200 countries worldwide. Each country profile includes:

- Recent country-specific alerts
- Healix country medical, security and evacuation risk ratings
- Detail on local risks, quality of healthcare and cultural considerations
- Download country report function.

Traveller Advice



Travel safety tips for any trip, including:

- Pre-travel
- Staying safe (including security awareness and getting around)
- Staying healthy (including mosquito bite prevention and water safety)
- What to do before and during a natural disaster or weather event
- Securing property and protecting identity.

Disease Information



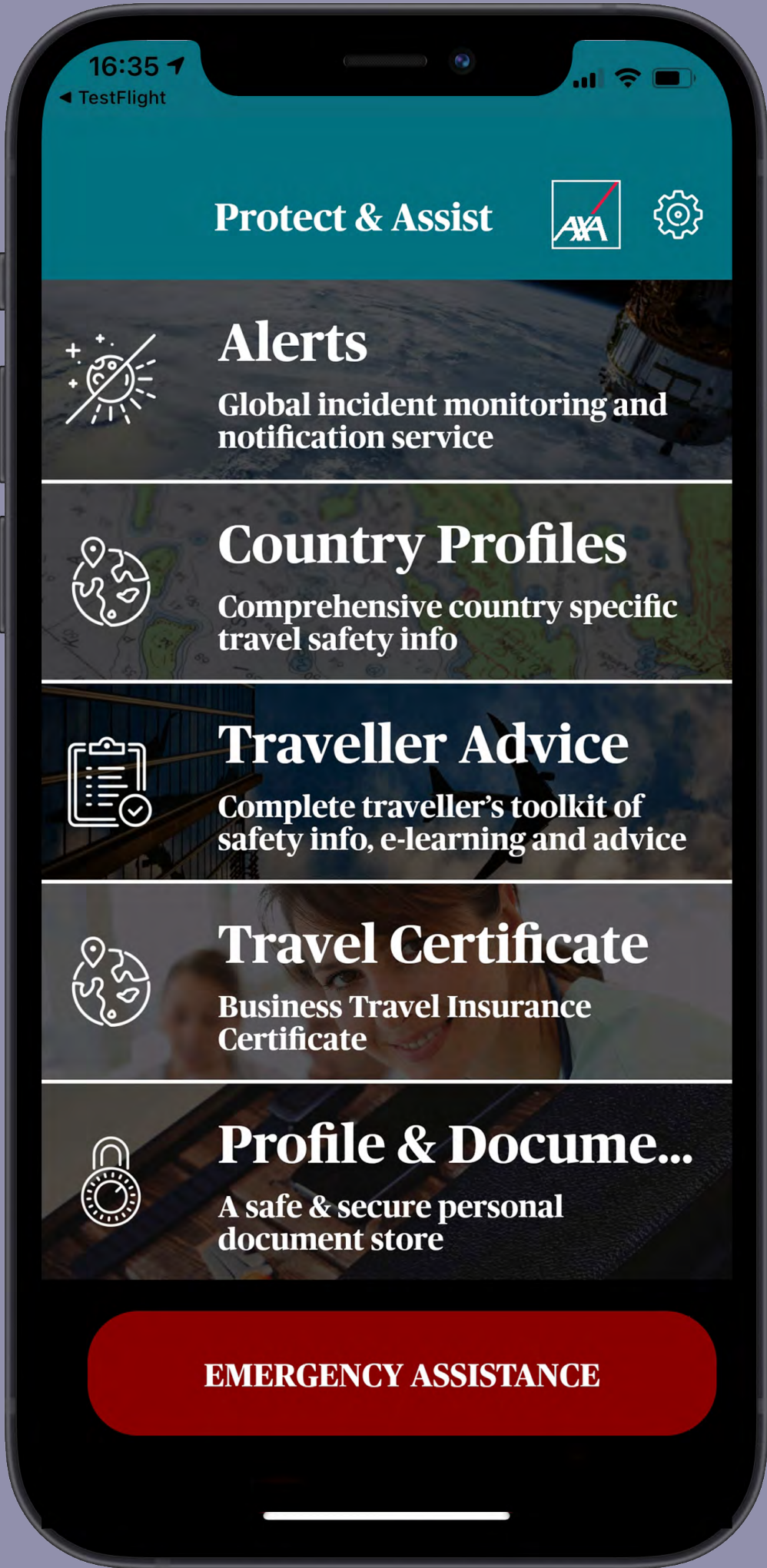
- Specific disease information per country
- Vaccination requirements

The AXA XL Protect & Assist Travel Assistance App:

Developed by leading security and medical experts, the AXA XL Protect & Assist Travel Assistance App is your ultimate travel safety companion. Like the portal, the app provides you with up-to-date travel information and advice and real time alerts on breaking news globally.

New features include:

Emergency Assistance – ‘Slide for Assistance’ 24/7/365 Helpdesk – travel, health & security	Receive breaking news alerts using location aware push notifications	Manage a country watchlist to receive alerts for specific destinations
Access travel safety and security information for over 200 countries worldwide	Share GPS location via ‘Mayday’ function	Activate an emergency ‘Mayday’ function in a crisis
Store key documents such as passport, insurance and travel visas	Access advice and travel safety eLearning module	Visa Certificate Template available to download via the APP



Before you travel services:

Pre-travel medical and security expert advice available on the phone and online:

1. Download the Protect & Assist Business Travel App
2. Register with the Travel Oracle web portal
3. Complete the travel e-modules through the Travel Assistance App
4. Sign up to live travel alerts via the App for your destination city or country and review the country reports via the App and Portal for health and security related subjects

Travel Assistance – Quick Card

Edit, snapshot & keep



Protect & Assist

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protectandassist@healix.com

POLICY NUMBER

NAME

When contacting us, please always provide your policy number.
For further information please download the Protect & Assist Travel App



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Contact:

Claims and assistance:

+44 (0) 800 279 7745

Useful links:



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