

Team Leader Procedure Guide

Thank you for purchasing the MH ROSS TripArmor Travel Protection Plan. This document includes tips for team leaders and travelers as well as resources for filing a successful claim if needed. We highly recommend reviewing and printing before departure. If you have any questions, please feel free to contact us at 1-800-576-2674 or www.missiontripinsurance.com.



INSURANCE AND TRAVEL ASSISTANCE PROCEDURES

Tips for Team Leaders:

1. **IF SOMEONE IS HURT**, injured or in an accident and you are unsure of what to do...call the ONE CALL Emergency Assistance Line (collect) at 603-894-4710. **Please note:** If someone is injured and needs follow up treatment in the US, they must first initiate the claim while this policy is in force and while on the trip. This policy provides follow up coverage for up to 6 months from the start date of the claim. **Make sure that they go see a doctor and get a written statement from the overseas doctor** (even if the doctor only diagnosis, but does not treat). This will establish when/where the incident took place.

2. **IF A TEAM MEMBER LOSES BAGGAGE** or personal items and they will submit a claim... you will need to document the incident. Please notate the time, place, and items lost. If possible, get additional documentation from a hotel manager, police report, or other authority. (See forms below and further instructions on your duties as a policy holder in the event of a loss).

3. **DOCUMENT EVERYTHING!**
If you need to go to the doctor or clinic, get a receipt for the bill. Travel delay? Get writing from the airline, etc... The documentation of a doctor's receipt, medical bill, or travel delay is an absolute **MUST** in filing a successful claim.

4. **ALL EVACUATIONS MUST BE COORDINATED THROUGH MHROSS.**
If you believe you need an evacuation call the emergency phone number listed on your confirmation and they will coordinate the evacuations. Evacuations coordinated through a third party will not be covered.

WHEN IN DOUBT CALL US!

Insurance Carrier: **MH ROSS**

Name of Plan: **TRIPARMOR PLAN #R760**

Emergency Assistance Phone Numbers:

Within the USA & Canada: 1-800-555-9095

Outside USA and Canada: 1-603-894-4710*

*When outside the USA or Canada, you will first have to call the local telephone operator for help in placing you're collect call, or if dialing direct, enter the International Access Code of the country you are calling from.



TRIP ARMOR PLAN R760 Post Departure Benefits:

Accidental Death and Dismemberment	\$50,000
Medical Expense/Emergency Assistance	
Accident and Sickness Medical Expense	\$100,000
Emergency Evacuation and Repatriation	\$1,000,000
One Call 24-Hour Assistance Services	Included
Non-Medical Emergency Evacuation	\$25,000
Trip Cancellation	Trip Cost
Trip Interruption	150% of Trip Cost
	OR \$1,000 with a \$0.00 Trip Cost
Missed Connection	\$1,500
Travel Delay (Up to \$150 Per Day)	\$750
Baggage and Personal Effects	\$1,500
Baggage Delay	\$750

This plan may not include trip cancellation benefits, depending on your chosen Trip Cost amount. This plan may not cover pre-existing conditions. This plan terminates when you return home. *Please see your policy certificate for details.*

Team Leader Resources:

Below you will find the following resources for team leaders:

- ONE CALL Assistance Contact Information
- Trip Leader Medical and Loss Baggage form
- Assignment of Benefits form

These tools will help you gather the information you will need to document a claim. To file a claim, go to triparmor.mhross.com to create an ONLINE claim or call the claims department at 1-800-423-3632.

www.missiontripinsurance.com

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