

Travel with confidence. Travel supported.

24/7 global assistance wherever you

When traveling for business doesn't go as planned, having the right support can make all the difference. Get connected to trusted resources worldwide, anytime you need help, with AXA Assistance.

Below are a few examples of the travel assistance services you have access to:

Medical assistance

- Doctor and hospital referrals
- Emergency medical coordination
- Repatriation and Evacuation services

Travel support

- Lost document assistance
- Emergency travel arrangements
- Translator or interpreter assistance

Security response

- Safety guidance worldwide
- Natural disaster response
- Political evacuation and repatriation

Why it matters

When something unexpected happens while traveling, knowing where to turn makes all the difference. This program helps you take the next step with clarity and confidence.

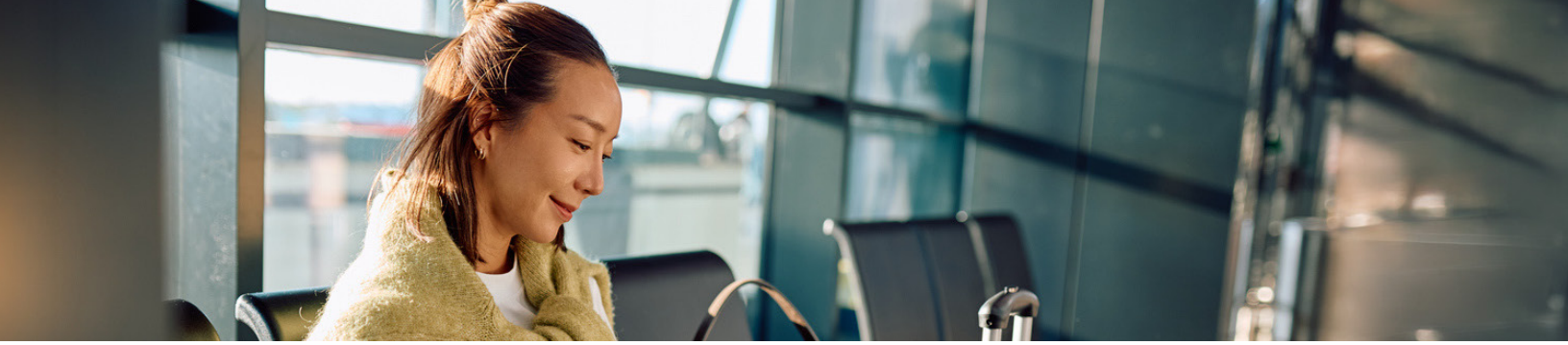
Support when you need it:

- 24/7 phone access for urgent requests
- Assistance in 200+ countries (subject to local availability)
- Trained, experienced coordinators
- Support in up to 17 languages, with interpreter services for others

Travel Assistance services are provided by AXA Assistance and focus on coordination and support. This program does not provide payment for services. Additional terms, conditions, and limitations may apply.

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For Valuable tools that can assist you during your trip visit



If you are insured and need to access local care, AXA Assistance is available for timely help anywhere around the world by calling the phone numbers provided below.

To verify eligibility, call the multi-lingual call center 24 hours a day at:

Within US or Canada: +1-855-327-1426 (toll-free)

Outside US or Canada: +1-630-694-9810 (collect)

Email: MedAssist-USA@AXA-Assistance.us

When calling AXA Assistance, please be prepared with the following:

Name of caller or relationship to Covered Person

Covered Person's policy number

Covered Person's organization name

This document is for informational purposes only and is not an insurance contract. Travel Assistance Services are provided by AXA Assistance USA, Inc. ("AXA Assistance"), a third-party provider that is not affiliated with New York Life Insurance Company or its third-party administrators. These services are not insured benefits. AXA Assistance provides emergency assistance and coordinates medical expenses and makes every effort to refer you to appropriate medical, legal, and other service providers. These providers are independent professionals and are not employees or agents of AXA Assistance. The choice of provider is yours alone. AXA Assistance is not responsible for the quality or results of their services and assumes no liability for any negligence or other wrongful acts or omissions of the providers.

Services are available only while your coverage under the policy is in effect and must be authorized and arranged by designated AXA Assistance personnel to be eligible. Out-of-pocket expenses will not be reimbursed. Any reimbursement of service expenses is limited to the terms and conditions of the policy under which you are insured, and you may be required to pay for services that are not covered. Coverage and services may not be available in all states, may differ where required by law, and are subject to applicable local laws and regulations. Claim administrators and third-party administrators are subject to the underwritten policy and may differ by policy.

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Your Travel Identification Card

Please cut out your identification card below to carry it with you at all times, so you be best served in case of an emergency.

Download Brochure

Download V-Card

For travel and medical assistance services, please call:

AXA Travel Assistance
Within US or Canada:
+1-855-327-1426 (toll free)
Outside US or Canada:
+1-630-694-9810 (collect)
Email at:
MedAssist-USA@AXA-Assistance.us

Travel Assistance Portal

Policyholder: _____

Policy Number: _____

AXA Assistance provides medical and travel assistance services and pre-trip information services. Call when you require:

- Hospital or doctor referral
- Emergency medical assistance; hospitalization
- Medically necessary evacuation or repatriation
- Translation or Interpreter assistance
- Security/political event emergency support

This is not a medical insurance card.