






## OVERSEAS ASSISTANCE SERVICES

24/7 Worldwide Medical Assistance	✓
Travel Assistance	✓
Lifestyle Assistance Overseas	✓
Domestic Medical Assistance	✓
Lifestyle Assistance in India	✓
Travel Insurance	✓

## OVERSEAS INSURANCE BENEFITS

Coverage	Amount in USD
 <b>Medical Related Benefits</b>	
Emergency Medical Expenses	
Emergency Medical Evacuation	25,000
Repatriation of Mortal Remains	
Deductibles	100
Dental Treatment Expenses	100
 <b>Personal Accident</b>	
Accidental Death	
Permanent Total Disability (PTD)	10,000
Permanent Partial Disability (PPD)	
 <b>Loss of Luggage &amp; Other Benefits</b>	
Total loss of checked-in Baggage	500
Delay of checked-in Baggage	100
Deductibles	12 HRS
Loss of Passport and Documents	250
Deductibles	25
 <b>Liability Protection Benefits</b>	
Personal Liability	1,00,000
Deductibles	100
 <b>Travel Inconvenience &amp; Other Travel Related Benefits</b>	
Trip Cancellation and/or Interruption	300
Deductibles	100

**Note:** Assistance provided by Segura Services Private Limited, Insurance underwritten by an IRDAI authorised underwriter – Bharti AXA General Insurance Company.

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Global Travel Assistance

## OVERSEAS TRAVEL PROTECTION



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— Medical Assistance

— Travel Assistance

— Lifestyle Assistance – Overseas

# Fostering safer trips for every traveller...

*While we ensure you're protected, here are the details about our assistance services.*



## Medical Assistance

When you're sick or in an accident at an unknown destination you can't be expected to take care of yourself without help.

Segura's emergency medical assistance comes to your rescue during such situations.

### YOU'RE EMPOWERED WITH:

- **Telephone Medical Information:** We will offer basic medical advisory of a non-diagnostic, non-treatment nature to its customers, e.g. disease outbreaks, vaccinations etc. This service is available worldwide including India.
- **Medical Service Provider Referral:** We will provide the contact details of medical service providers such as hospital, clinics, chemists, diagnostic centers etc. This service is available worldwide excluding India. However, Segura will not be responsible for the outcome of services availed from the recommended providers.



## Travel Assistance

As an avid traveller, you may want to enjoy local events and explore other entertainment avenues at your place of travel.

Segura offers lifestyle assistance including details of cultural and special events, public entertainment places and services anywhere in the world.

### YOU'RE EMPOWERED WITH:

- **Pre-trip Information Services:** We will provide information on the city/location that the customer intends to visit, including required documentation, general country information (sightseeing, telecommunication modes, voltage), inoculation, airport & terminal information, city distances, public transport information, trip planning, local cultural information etc. This service is available worldwide excluding India.
- **Weather & Exchange Rate Information:** We will provide information regarding the local weather conditions for the next 3 days of the location that the customer intends to visit. Updated information on exchange rates for the country that the customer intends to visit will also be provided. This service is available worldwide excluding India.
- **Embassy/Consulate Referrals:** We will provide information regarding the addresses & telephone numbers of nearest consulate / embassy of customer's home country or the location the customer intends to visit. This service is available worldwide excluding India.



## Lifestyle Assistance – Overseas\*

On your trip abroad, you may want to explore options of enhanced lifestyle experiences such as attending concerts, trying out at a famous eatery etc.

Segura's overseas lifestyle assistance acts as a personal assistant at the other end of the phone for today's evolved traveller.

### YOU'RE EMPOWERED WITH:

- **Special Events and Performance Assistance:** We will assist in procuring tickets/passes for special events/performances within India or in foreign countries. This will, be done on a best-effort basis & tickets cannot be guaranteed in case of sold-out events. This service is available worldwide excluding India.
- **Dining Referral for Indian Restaurants:** If requested, and whenever possible, Segura will assist in making reservations on behalf of the member; recommending restaurants suitable to people with special needs (SPECIAL DINING). This service is available worldwide excluding India.
- **Gift / Flower Delivery Assistance:** We will assist in arranging delivery of flowers/gifts to the customer's family or business associates for special occasions like birthdays/anniversaries/festivals (incl. Cake/Chocolates). This service is available worldwide excluding India.
- **Courier Service Assistance:** We will assist the customer/customer's family in sending letters/parcels to family/friends/business associates in foreign countries, by recommending an appropriate courier service in the customer's family's location. This service is available worldwide excluding India.
- **Messenger Service Assistance:** We will assist the customer in sending messages to family/friends/business associates in the shortest possible time. This service is available worldwide excluding India.
- **Business Services:** We will assist the customer in arranging a conference/meeting room in the desired location along with interpreter services (if needed). All payments will be the direct responsibility of the customer. This service is available worldwide excluding India.
- **Sporting Events Reservation Assistance:** We will assist the customer by providing referrals of providers to procure tickets/passes for sports events/performances in foreign countries. This will, be done on a best-effort basis & tickets cannot be guaranteed in case of sold-out events. This service is available worldwide excluding India.

*\*Services offered in major cities abroad*

**Disclaimer:** Segura will not be liable for the quality or delay in the provision of services by the actual service provider. The customer shall be responsible for any Service Charges (third party expenses) incurred, for and utilizing the assistance services. Segura shall merely be a facilitator and shall not be responsible for quality of services provided by the appointed third party vendors. Customer shall avail all assistance services (as applicable) from the assistance plan inception date to expiry date or from the travel inception date to travel end date. The customer agrees that the payment for the services rendered and also the parts/ accessories which were used at the time of offering of services shall be made by the customer directly to the Authorised Sub-Contractor. In case the customer fails to make the payment to the Subcontractor after offering of such services then Segura reserves the right to recover the money from the customer.

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