

Travel Insurance Services

WTP Assist is a specialist global provider of travel and medical assistance. Our team manages travel-related medical and assistance cases 24-hour a day, 365 days per year, for travellers anywhere in the world. Through our network of trusted partners, affiliates and agents we help individuals in need across more than 200 countries.

Our team of registered nurses and well-trained case managers operate in a sophisticated triage and care model. They quickly identify the best assistance option for the customer—connecting them with exceptional care, regardless of their situation.

Our Services

As a policy holder you are entitled to receive the following assistance for all business and leisure travel. If travelling for business then any fees will be paid for by the policy holder's employer, if travelling for leisure then any fees will be paid for by the policy holder.

Emergency Medical Assistance

Medical Monitoring

When you are seriously ill or injured, medical monitoring of your condition may be provided by medical professionals.

Medical Evacuation

If you require medical attention of an emergent nature that is not available locally, and it is determined to be medically necessary to transport, you may be transported to a qualified facility capable of stabilizing and/or treating your medical needs.

Medical Repatriation

Once you have sufficiently recovered or stabilized from an illness or injury, so that it is safe to travel with minimal risk to your personal health or safety, transportation with medical escort may be provided to return to your permanent place of residence or alternate adequate facility.

Visit by a Friend or Family Member

If you become hospitalized in critical condition or confinement is expected to last over 7 days, arrangements for the transportation of visitor(s) to you during hospitalization may be provided.

Return of Dependent Children

If you are traveling alone with your children, are hospitalized and as a result your children are left unattended, arrangement for the return home with an appropriate escort, may be provided if the children are under the age of 18.

Return of Travelling Companion

If a traveling companion loses previously made travel arrangements due to a delay caused by your medical emergency, arrangements may be provided to return the companion by the most direct route to his/her destination.

Repatriation of Remains

In case of death, services provided may include: preparation of the body for transport or cremation, travel clearances and authorizations, provision of appropriate standard shipping container, transportation of the body to and from the airport, airfare to your permanent place of residence, or appropriate facility.

Locating Medical Services and Providers

Assistance may be provided in finding qualified local medical services and personnel proficient in your spoken language.

Guarantee of Medical Expenses

In order to avoid out-of-pocket expenses for the employee, WTP may deal directly with the billing department of the medical provider and attempt to arrange for the bills to be sent to the appropriate insurance carrier. If treatment or discharge is being denied without a deposit, WTP may arrange for the deposit by debiting a credit card or receiving a bank wire from either the employee, or other party or employer.

Prescription / Eyeglasses Assistance

If you have an unexpected need for prescription medication or eyeglasses while traveling, attempts to locate and deliver the items may be provide.

Emergency Travel Assistance

Emergency Message Relay

You may send and receive emergency messages toll-free 24 hours a day through the WTP Customer Service Center. This service is staffed by multilingual professionals and is available to you (Subscribers) for contact with relatives, friends and business associates.

Emergency Travel Arrangements

WTP will make new reservations for airlines, hotels, and other travel services in the event of an emergency or need for you and dependents to return home prior to the scheduled date.

Legal Assistance/Bail

WTP will assist you in the location of local attorneys and will advance up to \$5,000 in bail funds, where permitted by law, with satisfactory guarantee of reimbursement.

Interpretation/Translation

WTP's multilingual staff will assist you with foreign language and interpretation problems over the telephone.

Location of Lost Items

WTP will assist you in the location of lost documents and personal items.

Pre-Trip Information

Visa, Passport and Inoculation Requirements

WTP will provide information concerning Visa, inoculation, passport or immunization requirements of the foreign countries in which you will be travelling.

Weather Conditions and foreign exchange information

WTP can provide you with the latest weather forecasts for major cities and advise you on daily exchange rates for world currencies.

Travel Advisories

WTP can inform you of the latest available travel advisories, including crime alerts and areas of instability, for countries worldwide.

Embassy and Consular Referrals

WTP will provide you with the address and telephone number of the nearest Consulate or Embassy, as appropriate.

Conditions and Limitations

All third party costs and expenses such as transportation, medical and other costs or charges of third party service providers are the responsibility of the Subscriber and/or Client. Services apply only when a Subscriber is at least 100 miles from their permanent residence or outside their home country of residence.

Subscribers must be actively enrolled in an eligible program at the time service is requested. Services provided under the Subscriber's program, offered by the Client, must fall within the effective dates of this Agreement and cease when the Subscriber's program or employment lapses, non-renews or cancels.

