



# iTravelInsured<sup>®</sup> TRAVEL Lite



# GLOBAL TRAVEL INSURANCE *solutions*



The iTravellInsured Travel Lite plan is designed for travelers seeking to protect their trip investment against trip cancellation and trip interruption. With iTravellInsured Travel Lite you may recover non-refundable, unused payments and deposits when a trip is cancelled or interrupted for a variety of covered reasons. Benefits are also provided for travel delays, baggage delays, and emergency medical treatment while you're away from home.

Separate from these benefits, IMG can provide non-insurance emergency travel assistance, such as helping you replace lost travel documents or lost prescriptions, emergency cash transfers, and legal and medical referrals when necessary.

## CANCELLATIONS AND INTERRUPTIONS

Sometimes life happens and you have no choice but to cancel a trip or end it early. Trip Cancellation and Trip Interruption benefits allow you to recover non-refundable, unused payments and deposits made toward your trip when it is cancelled or interrupted for a covered reason.

## DELAYS

When your trip is delayed and a covered reason keeps you from using your originally booked accommodations, trip delay benefits can help reimburse you for the extra expenses.

## LOST OR DELAYED LUGGAGE

Airline lost your baggage? Luggage stolen while under the care of your hotel? The Baggage and Personal Effects benefit can reimburse you for personal items lost, stolen, damaged or destroyed during your trip. If your checked baggage is delayed for a certain number of hours on the way to your destination, Baggage Delay benefits provide reimbursement for the cost of necessary personal items like clothing and toiletries you need to purchase while waiting for your bags.

## EMERGENCY SITUATIONS

When the unexpected happens, IMG's team is available 24/7. Our Non-Insurance Emergency Travel Assistance Services include emergency travel arrangements, medical referrals, lost passport/travel documents assistance, emergency prescription replacements, emergency translations, legal referrals and more. iTravellInsured plans also offer insurance benefits for when you get sick or injured while traveling.

*iTravellInsured plans are designed to address many of the issues you may encounter while traveling.*



All coverages are subject to additional terms and conditions; please review the plan document for full details.

*Our Service, Strength, and Safety Solutions provide you with the ultimate advantage: Global Peace of Mind.*

## **SERVICE** *Help when and where you need it.*

Nobody wants to experience an emergency while traveling the world, but if you do, you'll want a team you can trust to have your back. IMG's expert staff is here for you 24/7. We're accustomed to working in multiple time zones, languages, and currencies, so rest assured we have the training to assist you—even in remote and hazardous locations. Our international and U.S. provider networks include more than one million physicians and facilities across the globe, giving you access to quality care while away from your primary care team. Our innovative technology allows you to manage your claims, your account, and search for providers through our online portal and mobile app around the clock.

## **STRENGTH** *A market leader you can trust.*

You can feel confident with IMG knowing our industry expertise has led us to serve millions of customers worldwide since 1990. Owned by SiriusPoint, a multi-billion-dollar insurance industry leader and rated "A-" by A.M. Best, an independent analyst of the insurance industry, IMG has a strong financial backing and vision to become the preeminent provider of travel and health safety solutions. With loyal customers ranging from Fortune 500 companies, universities, to individuals and other insurance companies, our personalized offerings allow us to meet the needs of nearly anyone traveling internationally.

## **SAFETY SOLUTIONS** *Products and services designed with your safety in mind.*



### **PHYSICAL HEALTH**

You can't plan when you get sick, and unfortunately, it can happen anytime and anywhere. Medical bills can be expensive, and IMG plans provide the cross-border accident & sickness medical expense coverage you need for unexpected medical care.



### **CRISIS SUPPORT**

Navigating an emergency in a foreign country is never easy. That's why IMG offers a multilingual staff of nurses, doctors, and case managers that provide 24/7 non-insurance assistance services to facilitate a response to urgent and emergency situations, such as evacuations.



### **FINANCIAL PROTECTION**

Traveling the world isn't free. When life happens, no one wants to lose out on both the trip of a lifetime and your trip investment. IMG plans offer coverage for your prepaid trip costs, to ensure that when a covered event happens – you can be reimbursed for some of those nonrefundable payments made to book your trip.



### **PERSONAL PROPERTY**

There are some belongings you know you can't live without. IMG has you covered and can help assist you with lost or stolen travel documents like a passport or visa, and can reimburse costs if your essential items like luggage are lost, stolen, or damaged during your travels abroad.



# iTravellInsured Travel Lite

The iTravellInsured Travel Lite plan is designed for travelers seeking to protect their trip investment against trip cancellation and trip interruption. It is our most basic travel protection plan and provides coverage for travel and baggage delay as well as access to our 24/7 emergency travel non-insurance assistance service.

	Benefits & Services	Maximum Benefit Amount
FINANCIAL PROTECTION	Trip Cancellation	100% of the non-refundable insured trip cost
	Trip Interruption	125% of the non-refundable insured trip cost
	Trip Delay	Up to \$125 per day per person (\$500 max per person)
CRISIS SUPPORT	<b>Medical Evacuation and Repatriation of Remains</b> <ul style="list-style-type: none"> <li>» Return Transportation</li> <li>» Transportation of Children/Child</li> <li>» Bedside Visit Transportation to Join You</li> </ul>	Up to \$500,000 per person Included Included Included
	<b>Baggage and Personal Effects</b> <ul style="list-style-type: none"> <li>» Replacement of Passport, Visa, or Other Travel Documents</li> </ul>	\$750 (\$250 max per item) Included
PERSONAL PROPERTY	Baggage Delay of at least 24 Hours	Up to \$150 per person
	<b>Accident &amp; Sickness Medical and Dental Expense</b> <ul style="list-style-type: none"> <li>» Dental Expense Sublimit</li> </ul>	Up to \$100,000 per person \$1,000 per trip
PHYSICAL HEALTH		

\*Excess insurance. Shall be in excess of all other valid and collectible insurance or indemnity.



Based on your state of residence, some plan benefit names above may not match your plan documents. While every effort was made to align terminology for consistency, please refer to the sample wordings for all defined terms. Please check your plan documents for specifics.

# PLAN SPECIFICS



## TRIP CANCELLATION & TRIP INTERRUPTION – WHAT'S COVERED?

Here are a few examples of covered events that would trigger a trip cancellation or trip interruption benefit. Please note the listed perils are not all applicable to both trip cancellation and trip interruption and may vary based on your state of residence; refer to the plan document, which is sent upon purchase, for complete details. Sample plan wordings are also available at [www.imglobal.com](http://www.imglobal.com). Additional terms apply to every peril.

- » Sickness, injury or death of insured, a family member, a travel companion, a business partner, or a child caregiver
- » Primary residence or destination being rendered uninhabitable
- » Documented theft of passports/visas
- » Involved in a merger, job loss or job relocation
- » Documented traffic accident
- » Unannounced strike
- » Inclement weather that causes delay or cancellation by your common carrier
- » Mechanical breakdown of the common carrier
- » Natural disasters, mandatory evacuations
- » Emergency military duty for national disaster
- » A terrorist incident
- » Revoked military leave
- » Bankruptcy or default of an entity that directly provides travel arrangements
- » NOAA hurricane warning or watch at destination
- » Court order to appear as a witness
- » Jury duty
- » Hijack

## NON-INSURANCE EMERGENCY TRAVEL ASSISTANCE SERVICES

After purchasing the iTravellnsured Lite plan you will have 24/7 access to IMG's world-class customer service while on your trip, including the following emergency travel assistance services designed to give you Global Peace of Mind

- » Emergency travel arrangements
- » Medical referral
- » Lost passport/travel documents assistance
- » 24-hour medical monitoring
- » Lost luggage assistance
- » Emergency cash transfer
- » Embassy or consulate referral
- » Legal referrals
- » Emergency message relay
- » Emergency translations
- » Emergency prescription replacement





# iTravelInsured® TRAVEL Lite



iTravelInsured Insurance Services CA Non-Resident Producer License No. 0F17093

*Anyone looking to obtain information regarding the features and pricing of each travel plan component, please contact your licensed producer or apply online.*

## Contact Information

New England Health Plans  
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SOMERVILLE, MA 02144  
Phone: 617-719-5206  
Fax: 617-625-8424  
rbaldwin@newenglandhealthplans.com  
<http://www.newenglandhealthplans.com>

Please visit [www.imglobal.com/travel-insurance](http://www.imglobal.com/travel-insurance) and review the specific plan document for your state.

You may have coverage from other sources that provides you with similar benefits but may be subject to different restrictions depending upon your other coverages. You may wish to compare the terms of this plan with your existing life, health, home, and automobile insurance policies. If you have any questions about your current coverage, call your insurer or insurance agent or broker.

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