

# Welcome to Student Assist

General Overview: Some services may not apply to your Plan.  
Participants must **CLICK BELOW** for benefits and contact information.

[CLICK HERE](#)



## LiveTravel® Emergency Assistance

Student Assist keeps you on the move. A unique service that is like having a dedicated around-the-clock travel counselor just a phone call away to solve last-minute travel problems or emergencies.

- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside Assistance
- Rental Vehicle Return
- Guaranteed hotel check-in



## Concierge Services

You receive the comfort, care and attention of Student Assist's personal assistance coordinators available 24/7 to respond to virtually any request — large or small.

- Laundry services
- Fast food delivery assistance
- Event Ticketing
- Wireless device assistance
- Tutor Finder
- Housing assistance
- Latest sports scores and schedules
- Bar / Restaurant / Nightclub arrangements
- Flight arrangements
- Ground transportation coordination / Taxi Services
- Movie and theater information
- Restaurant referrals and reservations
- Latest worldwide weather and ski resorts
- Find, wrap, and deliver one-of-a-kind gifts
- Special occasion reminders and gift ideas



## Worldwide Travel Assistance

Travel is never a hassle with this complete suite of travel help. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Long-distance calling cards for worldwide telephoning
- Inoculation information
- Embassy or Consulate Referral
- Currency Conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- World wide public holiday information



## Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to your medical needs anywhere in the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- Medical evacuation quote
- In-patient and outpatient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical Payment Arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacements



## Personal Security Assistance

You can feel safe and secure with Student Assist's Personal Security Assistance at home or while traveling.

- PERSONAL SECURITY:**
- Security evacuation assistance
  - Immediate 24-hour support service
  - Security and safety advisories, global risk analysis and consultation specialist
  - Urgent message alert and relay
  - Confidential storage of personal and medical profile for use in emergency situations
  - On-line security web information

- IDENTITY THEFT:**
- Assist identity theft victim by ordering and reviewing credit bureau records on their behalf
  - Investigate financial accounts where identity theft is suspected
  - Interact with law enforcement to pursue prosecution of criminals
  - Review account activity to identify any suspicious activities
  - Review and resolve victim's issues

\* Identity theft services are not available in New York.