

Guide for Travelers in Case of Emergency

In the event of an emergency—whether medical, travel, personal, or security-related—it's crucial to know the steps to take for immediate assistance and support. This guide outlines the actions you should follow to ensure your safety and well-being while traveling.

Immediate Steps in Case of Emergency:

1. Contact AXA Assistance:

- AXA Assistance partners with Chubb to provide global travel and medical support. They can help you access local care and assistance wherever you are.
- Call the 24/7 multilingual call center:
 - +1-855-327-1414 (toll-free)
 - Email: MedAssist-USA@AXA-Assistance.us

2. Information to Provide:

- Name of the caller or relationship to the covered person
- Covered person's full name and date of birth.
- Covered person's policy number (can be found at the bottom of **2024-2025 CHUBB Travel Assist** document)
- Covered person's organization name (California State University Fullerton)
- Reason for calling

3. Notify University Contact:

- After contacting MedAssist, inform **John Beisner at (714) 732-0152 or jbeisner@fullerton.edu**.

Services Available:

- **Medical Assistance:**
 - Medical provider referrals, monitoring, and treatment
 - Emergency medical evacuations and repatriation
 - Dispatch of physician or prescription medication
- **Travel Assistance:**
 - Emergency travel arrangements and general travel information
 - Lost/stolen personal item assistance
 - Translator or interpreter assistance
- **Security Assistance:**
 - 24/7 security advice and crisis response
 - Support for security, natural disaster, or political evacuation

Accessing Travel Assistance Portal:

- Visit travelassistance.chubb.com for real-time health, security, and travel resources.
- Register or log in to access tools and alerts.

THE CALIFORNIA STATE UNIVERSITY

Bakersfield / Channel Islands / Chico / Dominguez Hills / East Bay / Fresno / Fullerton / Humboldt / Long Beach / Los Angeles / Maritime Academy Monterey Bay / Northridge / Pomona / Sacramento / San Bernardino / San Diego / San Francisco / San Jose / San Luis Obispo / San Marcos / Sonoma / Stanislaus

- Download the mobile app for iOS or Android after registering via the desktop site.

Important Notes:

- Always carry your Travel Identification Card for quick access to services.
- Services may require payment if not covered by your policy. Ensure you understand the terms and conditions of your coverage.

By following these best practices, you can ensure that you are prepared and supported in case of an emergency during your travels. Always keep this guide and your identification card with you for quick reference.

For further assistance, contact **foreigntravel@fullerton.edu**.