

## Travel Assistance

### **What if I am hospitalized and I need a family member present?**

Citadel Assistance will arrange for airfare to the place of hospitalization for an immediate family member chosen by you.

### **What if children are traveling with me and I become sick or injured?**

If dependent children are left unattended, Citadel Assistance will make arrangements to return them to their place of residence.

### **What other travel assistance is available?**

Citadel Assistance will provide help in replacing tickets, identification papers or other official documents in the event of loss, theft or early return.

Citadel Assistance can also provide you with pre-trip information such as information on passports, visas, required vaccinations and any restrictions that apply to each country the person is visiting.

We can also help in finding lost or stolen luggage.

## Further Information

If you require additional information regarding the Citadel Assistance Program please contact your Human Resources Department.

## Facts About The Citadel

The Citadel's roots date back to 1917. The Citadel offers a complete line of home, auto, business and group accident & sickness products through a network of independent insurance brokers and benefits consultants.

As a member of the Winterthur Swiss Insurance Group - the insurance arm of the Credit Suisse Group - The Citadel shares the strength of one of the world's largest financial services groups with assets of \$1,320 billion (CDN).

## Citadel Assistance Program

For Individuals Traveling Outside Canada  
or Visitors Coming to Canada



Note: The use of this document is subject to the terms and conditions of the master policy.

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## Citadel Assistance Telephone Line

**1-866-871-3255**

(Toll free calls from USA and Canada)

**1-514-871-3255**

(Collect calls from outside USA and Canada)



[www.citadel.ca](http://www.citadel.ca)

*the citadel*

## Medical Assistance

### **What is the role of Citadel Assistance?**

Citadel Assistance provides traveling employees and visitors to Canada worldwide emergency assistance services 24 hours a day, 7 days a week.

### **How can Citadel Assistance help?**

One phone call connects you to a network of multilingual specialists who will assist you with medical, personal and travel related problems when away from home.

### **How does it work?**

Call Citadel Assistance at one of the numbers listed on the membership card. Please carry your membership card with you at all times.

### **What if I need a doctor?**

Call Citadel Assistance and we will refer you to a doctor. If you are experiencing a medical emergency, access local medical care immediately, then contact Citadel Assistance.

### **What if my prescription medication is lost?**

If you need to replace lost, stolen or depleted medication, contact Citadel Assistance and whenever permissible by local law, Citadel Assistance will send you the needed medication at your expense.



### **What if I am hospitalized?**

Call Citadel Assistance and they will evaluate the care you are receiving and determine what actions should be taken to ensure your safe and speedy recovery. Citadel Assistance will monitor your care and evaluate the adequacy of treatment and medication being given. Citadel Assistance will also keep your family and/or employer informed of your progress.

### **What if local medical facilities are not adequate?**

If you are hospitalized in an area where adequate medical facilities are not available, Citadel Assistance will provide medical evacuation to the nearest facility capable of providing the required care or, if authorized by the attending physician, back to Canada or the country of origin.

### **What happens if I am released from the hospital and still need help?**

When your condition is stabilized, and Citadel Assistance determines it is medically advisable to bring you home or to a facility near your permanent residence, Citadel Assistance will arrange the repatriation under medical supervision.

### **What happens in the event of death?**

Citadel Assistance will obtain clearances and arrange transportation for the return of mortal remains.

## Personal Assistance

### **What if I am unable to contact my family or employer?**

Citadel Assistance will receive and transmit emergency messages between you and your family and/or employer.

### **What if my wallet is stolen and I need to replace documents?**

Citadel Assistance will assist you if you lose important travel documents while traveling i.e. passport, credit cards.

### **What if I need to contact the embassy or consulate?**

Citadel Assistance will provide you with contact information for embassies and consulates worldwide.

### **What if I need a lawyer while outside the country?**

Citadel Assistance will arrange for an initial legal consultation if a member experiences a civil or criminal problem in a foreign country.

### **What if I don't speak the language?**

Citadel Assistance will provide emergency telephone translation services as well as referrals to interpreter services.

### **Will Citadel Assistance pay my medical bills?**

The Citadel Assistance card is not a credit card for payment of services. Your medical insurance provider should reimburse your medical bills such as hospital expenses and doctor's visits.

