

Travel Assistance Program

STARR
INSURANCE COMPANIES

In the event you require assistance you can call World Travel Protection or use our app. The call center is open 24 hours a day.

Toll free in the United States or Canada: 1.800.667.7222
Collect outside of the United States: 1.416.977.8687
Email: assistance@wtp.ca
Mobile App Download: [Instructions](#)

Through our app or by phone, you have access to travel assistance services around the world. These services include:

- Medical Assistance including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate medical facility, medically necessary repatriation and return of mortal remains.
- Travel Assistance includes emergency travel arrangements in the event of a trip delay, cancellation or interruption for you, your dependents, or your traveling companion.
- Personal / Concierge Assistance including pre-trip medical referral information, inoculation and immunization information, passport and visa information, currency exchange information, embassy and consular information, lost travel document replacement assistance, lost luggage assistance, emergency message assistance, emergency cash advance, emergency referral to a lawyer, translator or interpreter assistance, and telemedicine via Service Provider's Travel Doctor Service.

When you contact World Travel Protection specific to a medical condition, be prepared with the following information:

- Name of caller, phone number, fax number and relationship to insured
- Insured's name, age, sex and policy number
- Insured's medical condition
- Name, location and telephone number of hospital
- Name and telephone numbers for the treating physician and when and where the doctor can be reached
- Health insurance information, workers' compensation or automobile insurance information if the patient was involved in an accident

Call or contact us through our app when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to rebook a trip
- You need legal advice and representation
- You experience local communication problems

By requesting assistance, you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incur.

Mobile App – What you get:

- Pre-travel advice and trip alerts
- Alerts for emerging risk in travel plans or current location
- 24/7 security assistance
- Access Emergency Assistance via the Emergency Button
- Recommended local services, events and entertainment

This information provides you with a brief outline of the services available to you. These services are subject to the terms and conditions of the policy under which you are insured. A third-party vendor may provide services to you. World Travel Protection makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by World Travel Protection are not employees or agents of World Travel Protection and the choice of provider is yours alone. World Travel Protection assumes no liability for the services provided to you under this arrangement nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

For medical evacuation, repatriation or other services, please call:

WORLD TRAVEL PROTECTION

Email:
assistance@wtp.ca

Assistance Provider:
World Travel Protection

Mobile App Download:
[Instructions](#)

Toll free in the United States or Canada:
1.800.667.7222

Collect outside of the United States:
1.416.977.8687

Policyholder:
University of Rochester
Policy Number:
STP 273932