



aes

## Academic Emergency Services

### We have your students covered while studying or traveling away from home

To ensure students have immediate access to assistance if they you experience a travel related crisis, we offer our custom Academic Emergency Services (AES) coverage. AES offers a wide range of services and benefits to provide everything they need to prepare for your international experience, as well as get the help or information they need in a crisis.



#### **Academic Emergency Services provide solutions to small challenges.**

Finding an adequate doctor in an unfamiliar location, getting a prescription filled when away from home, finding an interpreter quickly when they need to share or receive information, help in locating lost luggage or replacing a passport.



#### **As well as during a critical crisis.**

Ensuring adequate care is available locally if they need medical care or are hospitalized, and if it isn't, getting them emergency medical transportation to an adequate facility or to their home, or to the hospital nearest to their home, when medically advisable.



**There are also services and benefits to help them and your family with expenses that they may not consider until faced with an emergency.** Getting a family or friend to them if they are hospitalized or getting them home in the event they have an illness or death in the family, return of remains to their family in the unfortunate event of death.

**Preparing for their time away from home is easy.**

**With Academic Emergency Services, students have access to the following services and benefits when they are traveling over 100 miles from home or outside their home country:**

**Emergency Medical Evacuation, Repatriation and  
Emergency Family Assistance Services**

- Medical Evacuation, Unlimited
- Medical Repatriation, Unlimited
- Repatriation of Mortal Remains, Unlimited; up to a maximum of \$3,000 for funeral expenses
- Visit by Family Member or Friend, up to \$10,000 with 3 day hospitalization
- Return of Dependent Children, up to \$5,000, if left unattended
- Emergency Family Travel Arrangements, up to \$10,000, in the event of illness or death of family member
- Emergency Family Reunion Arrangements, up to \$10,000, in the event of death of the student
- Return of Personal Belongings, up to \$1,000 in the event of evacuation or death
- Accidental Death and Dismemberment, \$25,000

**Medical, Travel, Safety, and Legal Assistance**

- Pre-travel information portal
- Physician referrals outside of the U.S.
- Medical monitoring during an emergency evacuation to ensure adequate care
- Prescription assistance
- Luggage lost in transit
- Passport replacement assistance
- Emergency travel arrangements
- Emergency translation assistance and/or interpreter referral
- Legal referral

**Additional Benefits**

- Security/Political Evacuation Coverage
- Natural Disaster Evacuation Coverage
- Emergency Reunion 3 Day Threshold

**Academic Emergency Services are available to students 24 hours a day, 7 days a week.**

They simply call the number on the membership card to get access to knowledgeable assistance coordinators who will help them navigate any unfamiliar cultures or circumstances.

