

# Take comfort in a partner you can trust

## Security assistance as a standard for individuals and groups

**We're more than just health insurance.** We help protect our members by providing security advice and assistance to keep them safe from political unrest and natural disasters. To do this, we partner with global crisis management experts red24™ to make sure members have help — should their safety ever be threatened.

### AdviceLine: Valuable information and resources

#### Expert safety advice and assistance that's just a phone call away

- A team of multilingual representatives, political risk analysts and crisis support specialists are available 24/7 to provide safety advice and assistance.

#### Country intelligence and security advice on countries and cities around the world

- Traveling employees and operational staff get access to security and safety information on more than 230 countries and more than 160 cities.

#### Personalised travel reports and safety briefings

- The service provides a range of personalised reports in order to give a thorough analysis of a member's travel itinerary. This includes a phone briefing to allow members to ask specific questions.

#### Email and text alerts for up-to-the-minute information on civil unrest, natural disasters and travel disruptions

- Traveling and operational staff can sign up to receive travel and security alerts by email or text on everything from major transport disruptions to terrorism.

#### A daily summary of worldwide security news

- A daily newsletter provides a summary of significant security incidents along with analysis and advice to help clients keep pace with world events and prepare for potential obstacles.

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## ActionResponse: Personal support and assistance

#### On-the-ground crisis management to protect personal safety

- A worldwide network of crisis support specialists are trained to handle a range of scenarios including civil unrest, adverse weather conditions and terrorism.

#### Specialised evacuation services to remove members from potentially life-threatening situations

- A team of crisis support specialists, analysts and customer service staff work together to seamlessly coordinate evacuation from high-risk situations.

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To register for these services, members can visit [www.red24.com/aetna](http://www.red24.com/aetna) and enter their Aetna plan number.

From there members can complete their registration by creating a log-in username and password. Or they can contact red24's crisis management experts at **+44 (0)203 291 2424**.

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## Add-on security assistance for individuals and groups

**Aetna plans entitle members to a 25 percent discount on additional red24 security services.**

### Travel Tracker

- Travel Tracker is ideal for organisations whose employees travel, enabling them to confirm their safety should an incident occur.

### Safety confirmation

- This service works in conjunction with Travel Tracker. In the event of an emergency, red24 will confirm the safety of members via email, SMS and/or a direct telephone call.

### Training

- red24 provides a range of training courses to assist organisations and individuals in reducing their risk and being prepared in the event of an incident.

### Check-in service

- The check-in service puts red24 in regular contact with travelers to confirm their well-being. In turn, this is communicated to the organisation. A rapid course of action is taken if contact cannot be established.

### Close protection detail

- red24 can provide close protection detail to meet the traveler's specific requirements. This includes everything from a low-profile team to a high-profile team of armed personnel and vehicles.

**For more information or to obtain a quote for these services, contact your regional sales or account manager.**

Meet every member's most valuable travel companion.

If coverage provided by any insurance policy violates or will violate any US, UN, EU or other applicable economic or trade sanctions, the coverage is immediately considered invalid. For example, Aetna companies cannot make payments or reimburse for health care or other claims or services if it violates a financial sanction regulation. This includes sanctions related to a blocked person or entity, or a country under sanction by the United States, unless permitted under a valid written Office of Foreign Asset Control (OFAC) license. For more information on OFAC, visit [www.treasury.gov/resource-center/sanctions/Pages/default.aspx](http://www.treasury.gov/resource-center/sanctions/Pages/default.aspx).

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