



June 22, 2020

News for Our Valued Customers:

Standard Insurance Company (The Standard) is excited to announce that our Travel Assistance provider has changed to Assist America, Inc.

Our Travel Assistance program is included with your group insurance coverage from The Standard. Here's what you can expect:

- The name on all materials will change to Assist America, Inc.
- You'll continue to receive the high-quality service you and your employees expect.
- There will be a new toll-free number: 800.872.1414
- A new Mobile App, which includes country profiles, Travel Assistance ID cards, and one touch access to Assist America, Inc. Emergency Operations Center.
- Employees who have an open Travel Assistance case with Generali Global Assistance will continue to work with them until the case is closed.

Here is what you'll need to do after July 1, 2020:

Replace any materials with new ones that reflect the new provider.

- The link below to the employee flyer will be updated with the new vendor information after July 1, 2020. Make sure any links you currently use reflect the following:
  - Travel Assistance: <https://www.standard.com/eforms/14684.pdf>
  - Travel Assistance Program Description: <https://www.standard.com/eforms/21251.pdf>
- To receive links to any other materials, please contact your account manager.

Thank you for assisting with this transition. If you have questions, please contact The Standard's local sales and service office at 800.633.8575. We appreciate your business and the opportunity to help your employees manage life's challenges so they can move forward.

About Assist America, Inc.

*Founded in 1990, Assist America is the nation's leading provider of global emergency assistance services through employee and other group benefit plans. Nearly 40 million travelers enjoy complete peace of mind, freed from dealing with complex decisions and financial considerations when facing emergencies away from home, knowing Assist America will put its global network of resources in motion. Located in Princeton, New Jersey, Assist America's 24/7 Operations Center is staffed by experienced and multi-lingual assistance coordinators who can provide immediate support to members when and where they need it the most.*