

Travel EYE Portal – FAQs

What is Travel EYE?



Travel EYE is a travel & mobility risk management platform that features information and tools to support travelers before and during their trips abroad. Travel EYE is managed and powered by AXA Assistance.

Travel EYE is managed by a dedicated team of analysts who permanently enrich and update the Portal using the most reliable sources. There is an international team of network specialists and in-house doctors who assess and validate a worldwide network of over 40,000 medical providers. There are also alerts 24 hours a day, 365 days a year powered by AXA and Chubb’s security consultant, a leader in the security market for intelligence and risk analysis.

The platform uses six main navigation tabs: Risk Map, Global Events, Country Risks, Medical Network, Location Intel, and Articles.

- **Risk Map:** Is the heart of the platform’s dynamic country information allowing users to gain a rough overview of the security situation, or zoom in to the city district level for more localized risk assessments.
- **Global Events:** Real-time information on security and medical events worldwide including risk category, date and time, impact and exact location of incidents, added by a direct link to news sources. Set up your individual favorites and receive automated alert emails or regular digests.
- **Country Risks:** Provides country specific risk information (medical, crime, civil unrest, terrorism, general risks, and governance) displayed in state-of-the-art visualizations with the ability to download reports in PDF.
- **Medical Network:** Dynamic medical provider search tool to find hospitals and doctors and specialists in a given location or landmark, filtering by medical category or specialty.
- **Location Intel:** Access to WorldAware’s location and travel risk management intelligence and tools.
- **Articles:** Access reports and analyses on crisis management from a strategic partner SRM and EXOP



Notable features include:

- Easy to navigate user interface
- Emergency Call Button - You can reach the assistance coordinators by pressing “Call for Assistance” (mobile app only)
- News and real-time security alerts or digests that you can subscribe to via email
- Ability to send security information alerts and tailored digests in an email to keep you informed about latest security developments
- Availability of the site in several languages
- Mobile app for IOS and Android offers the same functionalities as the desktop platform.

How do I get access to the site?

Please go to the www.mercertravelassist.com

Click on the Travel Intelligence Portal to create your account or login if you already have an account.

Can I search for medical providers overseas?

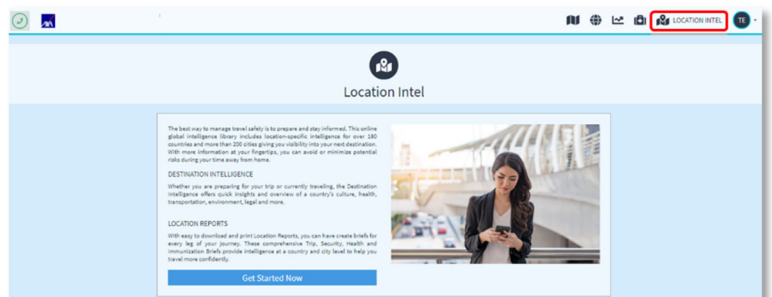
This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) internationally. This network of over 40,000 medical providers is maintained by AXA. Users can look up coordinates for a provider of choice as well as their address and phone numbers.

What are the benefits of individual user registration?

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience, both through personalized content and servicing. Users can choose to display the portal or app in over eight languages and sign up to receive customized alerts for a preferred location.

What are Location Intel reports?

Location Intel reports allow users to create location-specific intelligence reports for 180 countries and 275 cities in 10 threat domains. Customized reports can be created by the users that include safety and security advice and travel tips for 150 topics. Health and immunization reports are also available to keep users abreast of up-to-date recommendations before or during travel.



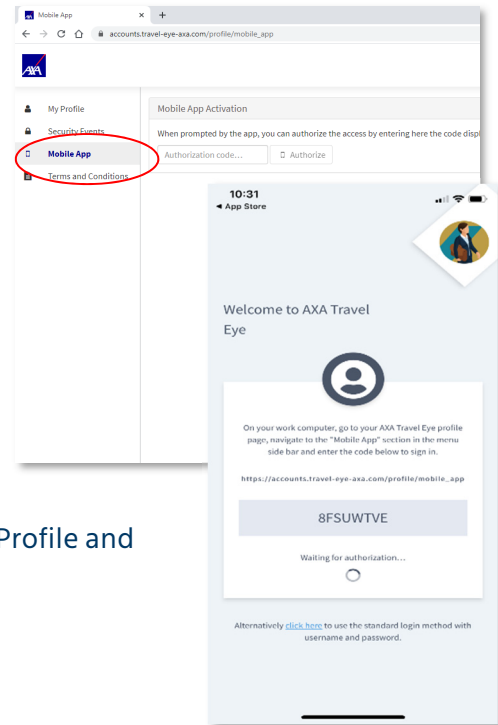
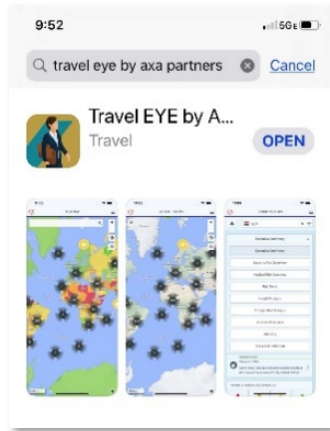
Do you have an app?

Yes! Users will have access to all the same great features from the portal, along with the addition of location services.

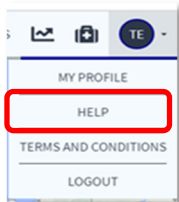
How do I get access to the app?

1. To use the app, you should have registered for an account on Travel EYE.
2. After you create your account, you can download the Travel EYE by AXA Partners mobile app from the [App Store](#) or [Google Play](#)

3. On your computer, log into your Travel EYE account. Go to your Profile and click on “Mobile App”. Enter the code shown on the Travel EYE app. The app will be activated.



Is there a user guide available?



Yes! A user guide can be found on the site. Go to your Profile and click on “HELP” to access the detailed guide.

What should I do if I have feedback?

If you have feedback or technical issues to share, please email medassist-usa@axa-assistance.us. We will look into the matter and get back to you should you request follow up communication.

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