

Travel Assistance Program

Habitat for Humanity International

**Whenever you need assistance, please call Healix or use our app.
The call center is open 24 hours a day.**

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

- ✓ 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.

Mobile App - What you get:

- ✓ Pre-travel advice and trip alerts.
- ✓ Alerts for emerging risk.
- ✓ 24/7 Assistance.
- ✓ Access to Emergency Assistance via the Emergency Button.

This information provides you with a brief outline of the services available to you, which are subject to the terms and conditions of the policy under which you are insured. A third-party vendor may provide services to you. Healix makes every effort to refer you to appropriate medical and other service providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by Healix are not employees or agents of Healix and the choice of provider is yours alone.

Healix 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.

When you contact Healix specific to a medical condition, please have the following information handy:

- ✓ Name of caller, phone number, fax number and relationship to the 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; when and where the doctor can be reached.

Call or contact us through our app when:

- ✓ You require referral to a hospital or doctor.
 - ✓ You are hospitalized.
 - ✓ You need to be evacuated or repatriated.
 - ✓ You experience local communication problems.
 - ✓ You need to rebook a trip.**
 - ✓ You need legal advice and representation.**
- ** Do not use the May Day Alert for these services

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

Assistance Provider: Healix

Email: EverestBT@Healix.com

Download the app:

Apple App Store Google Play Store

Healix Number:
EVEBT2301229



In the United States or Canada:
+1-315-512-3713

In the United Kingdom:
+44 (0) 20-8608-4143

Collect outside of the United States:
+1-833-217-3001

Healix Travel Oracle Web Portal is designed to provide you with the best up-to-date information and alerts about your travel destination. It offers complete country guides to give you in depth knowledge about your location, as well as tips and training on how to stay safe while overseas. Please find terms of use [here](#) and Privacy Notice [here](#)

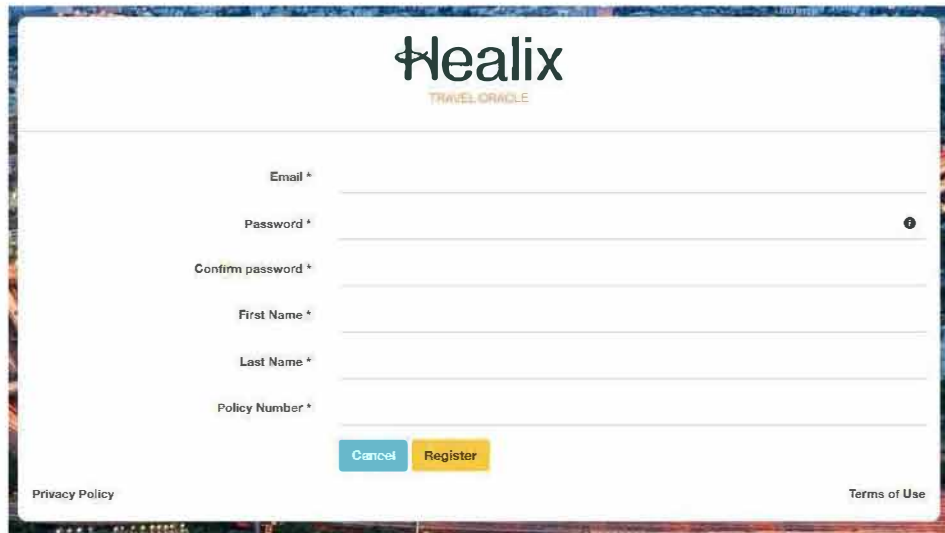
Accessing Travel Oracle Web Portal

Travel Oracle Website:

<https://tow.healix.com/login>

As a new user:

- Click 'Register'
- Complete the form to create your account
- Enter Policy Number **EVEBT2301229**
- Press 'Register' to complete the registration
- Login using your email address and the password you have just created.



Navigation

The website is split into 5 main sections, which you can see in the left-hand panel:

- Home
- Alerts
- Countries
- Traveller Advice
- Disease Information

Healix Travel Oracle App: Support While Traveling

The Healix Travel Oracle App is your ultimate travel safety companion. Developed by leading security and medical experts it provides you with up to date travel information and advice and real time alerts on breaking news globally.



The Healix Travel Oracle App can be downloaded onto your smart phone from the Apple App store or Google Play store. Please find terms and conditions [here](#). Click the buttons right to download.

Register as a new user with the access code for your company:
EVEBT2301229

Your password must be:

- Between 10-20 characters
- Contain at least one upper and lower case letter
- At least one number and a character from the list below:
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