

VISA[®] Signature



Travel and Emergency Assistance Services

When you are traveling or working anywhere in the world, your covered Visa[®] Signature Card account gets you access to a multilingual call center — 24 hours a day, 365 days a year — to help get the assistance you need. As a covered Visa[®] Signature Card cardholder, you, your spouse and legal dependent children under 22 years of age who are traveling with you can call a dedicated toll-free number in the United States, or call collect when traveling abroad. Travel and Emergency Assistance Services provide assistance and referral only. You are responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or goods provided.

Easy access

Call the Benefit Administrator at 1-800-992-6029. If you are outside the U.S., you can call collect at 1-804-673-1675. Travel and Emergency Assistance Services is provided on a best-effort basis and may not be available due to problems of time, distance or location.

Certain terms, conditions and exclusions apply. Please refer to your Guide to Benefits for further details

Below you will find answers to the most commonly asked questions about the benefit:

Q: Can you explain how the coverage works if I need help replacing prescription medications?

A: This coverage is included when you are traveling out of the country. Just call the toll-free number. You'll need to provide the Benefit Administrator with some key information, including your name and address, the name of the prescription, your doctor's name or the name of your pharmacy and a phone number where the Benefit Administrator can reach you and your location. The Benefit Administrator will contact your doctor or pharmacy to get a prescription and work to find the medicine locally. The Benefit Administrator will call you back with information about where and when you can pick it up. If it isn't available locally, they will coordinate getting the medicine shipped to you (provided that local laws allow).

Q: Can you explain how the coverage works if I need to get help replacing my passport or travel visa?

A: This coverage is included when you are traveling out of the country. Just call the toll-free number. You'll need to provide the Benefit Administrator with some key information, including your name and address, the city where your passport was issued, a phone number where we can reach you and your location. The Benefit Administrator will contact the U.S. Passport Office and determine whether or not there is an office close to you. If there is, they will schedule your appointment and help you with the paperwork. If there is not an office nearby, they will work to get all of the forms in order to ensure that your replacement passport and/or travel visa can be issued and delivered to you.

Q: *How do I use these services?*

A: To use the services, simply call the toll-free, 24-hour Benefit Administrator line at 1-800-992-6029. If You are outside the United States, call collect at 1-804-673-1675.

Q: *Who is eligible for the benefit?*

A: You, your spouse, and dependent children under 22 years of age are eligible for the benefit.

For complete benefit terms and conditions, please refer to your Guide to Benefits for more information.