

# ***DAN TravelAssist***

One important benefit of your DAN Membership is that with your Individual Membership fee, you are automatically enrolled in DAN's travel assistance plan. Your family is covered with your family membership fee. DAN *TravelAssist*, through Travel Guard Group, arranges emergency medical evacuations for any medical emergency — and provides many more benefits — for you and your immediate family members.

***IMPORTANT: DAN TravelAssist must arrange ALL evacuations. Emergency evacuation arrangements made directly by you will not be reimbursed by DAN TravelAssist.***

These benefits are available under both the Individual and Family membership programs. With an Individual membership, enrollment is automatic when the person becomes a member. With a Family membership, the primary member is automatically enrolled, and others who qualify as Family Members are enrolled when the primary Member adds his/her name to the list of Covered Family Members. Coverage is provided 24 hours per day, seven days per week to those traveling on a trip at least 50 miles/80 km from the person's permanent residence as listed in the DAN database. Benefits payable for expenses incurred for the DAN *TravelAssist* benefits will not exceed the maximum amounts shown below, or in the aggregate, more than USUS\$150,000 per Member. All covered benefits must be arranged in advance by DAN *TravelAssist*. All travel arrangements must also be coordinated through DAN *TravelAssist*.

## **EMERGENCY EVACUATION BENEFIT**

**Medical Assistance Emergency Evacuation and Repatriation.** If a DAN Member or a Covered Family Member suffers a medical condition during the course of a trip of up to three (3) months from the person's residence and such condition (as determined by DAN *TravelAssist* in consultation with the local attending Physician) requires an emergency evacuation, or medically necessary repatriation, benefits up to a maximum of USUS\$150,000 (per person if a Family Membership) will be paid by DAN *TravelAssist* directly to the provider for Covered Expenses incurred for such evacuation or repatriation.

**Emergency Evacuation** means that, due to Medical Necessity, the Member or Covered Family Member requires immediate transportation from the place where such person has a medical emergency to the nearest appropriate medical facility where appropriate medical treatment can be obtained.

Emergency Evacuation does not include efforts to locate an injured person whose location is unknown, or efforts to rescue such persons from a dangerous situation or location. Emergency Evacuation may begin only after the injured person is made available at a location which can be reached by emergency medical services personnel.

**Medical Necessity** includes any situation where it is judged medically appropriate to move the Member to another location either for treatment or follow-up. DAN *TravelAssist* will arrange details of the emergency evacuation, using the means best suited to do so, based on the seriousness of the Member's condition, and these means may include air ambulance, surface ambulance, regular airplane, railroad or other appropriate means. All decisions as to the means of Transportation and final destination will be based solely upon medical factors.

**Transportation** means any land, water or air conveyance required to transport the Member or Covered Family Member during an emergency evacuation or repatriation. Expenses for special transportation must be recommended by the attending Physician in conjunction with DAN *TravelAssist* or required by the standard regulation of the conveyance transporting the Member or Covered Family Member. Special transportation includes, but is not limited to, an air ambulance, land ambulance, and private motor vehicle. Expenses for medical supplies and services must be recommended by both the attending Physician and DAN *TravelAssist*.

**Covered Expenses** include any Transportation, medical treatment, medical service, or medical supply that (1) is necessarily incurred in connection with emergency evacuation or repatriation of the Member or Covered Family Member; (2) meets generally accepted standards of medical practice; and (3) either is ordered by a Physician and performed under his or her care or supervision or order, or is required by the standard regulations of the conveyance transporting the Member or Covered Family Member. All transportation arrangements made for evacuating or repatriating the Member or Covered Family Member must be by

the most direct and economical conveyance, and arranged in advance by DAN *TravelAssist*. Covered expenses do not include amounts that are eligible for reimbursement under “Other Medical Expense Insurance.” DAN *TravelAssist* will not pay Transportation to transport the Member or Covered Family Member to their place of permanent residence if there are closer medical facilities which are capable of attending to the Member’s medical condition.

**Repatriation** means that due to Medical Necessity, the Member or Covered Family Member requires follow-up care or rehabilitation services for the Sickness or Injury, and is deemed medically fit to travel by commercial air or ground transportation to either:

- the person’s place of residence; or
- the region where the person is living and/or working at the time of the Sickness or Injury; or
- a different medical facility for further care, treatment or evaluation.

Any Medically Necessary Repatriation shall be undertaken at the discretion of DAN *TravelAssist* in consultation with the Insured’s treating Physician.

## **TRAVEL ASSISTANCE BENEFITS**

**Prescription Assistance.** If You require prescription medication or eyeglasses not available where You are staying, DAN *TravelAssist* will consult with the prescribing physician, and locate and arrange to send Your replacement medications and/or prescriptions when it’s possible and legally permissible to do so. You are responsible for the cost of providing the medication or eyeglasses.

**Medical Expense Advances.** Hospital admittance or discharge deposits will be advanced up to US\$5,000 by DAN *TravelAssist* with an acceptable guarantee of reimbursement from either You or Your insurance.

**Medical Monitoring.** When DAN *TravelAssist* is notified of a Member’s medical emergency, its staff will establish communication with the local attending medical provider and obtain as much information as possible about the situation and begin to monitor the Member’s condition. Medical professionals will stay in regular communication with the local medical personnel and relay necessary

information to the Member and his or her Family until the situation is resolved and the Member continues with his or her travels or returns to his or her primary residence as listed in the DAN database.

**24-Hour Worldwide Medical Information and Assistance.** A multilingual staff at DAN *TravelAssist's* Emergency Assistance Center provides 24-hour assistance and consultation if You suffer a medical emergency while You're traveling. The staff will consult with those at the location of the emergency and will assist in determining the best course of action for the Member given the situation. When both possible and appropriate, an effort will be made to consult with the Member's family physician. DAN *TravelAssist* will then organize a response to the medical emergency, doing whatever is deemed medically appropriate, including but not limited to recommending or securing the availability of services of a local physician, arranging hospital confinement, and in some cases, Medical Evacuation or Repatriation. DAN *TravelAssist* also handles nondiving-related medical referrals to physicians, hospitals and specialists as well as coordinating all aspects of emergency medical evacuation for You. DAN *TravelAssist* is not responsible for diagnosis or treatment.

**Repatriation of Remains.** If a Member or Covered Family Member dies while traveling, DAN *TravelAssist* will arrange and pay, up to the policy limit, for all costs associated with the return of the Member's remains, including expenses for required embalming, necessary government authorization, coffin(s) or cremation if required prior to the repatriation of the Member's remains, and a container appropriate for transportation of the remains for burial to the Member's place of residence as listed in the DAN database.

**Visit of Family Member or Friend.** If a Member or Covered Family Member is traveling alone and is expected to require hospitalization for more than seven consecutive days, DAN *TravelAssist* will arrange and pay for economy round-trip airfare for a visitor chosen by the Member (or his or her Family) to travel to the site of hospitalization and return the visitor to his or her point of departure.

**Return of Dependent Children.** If a Member or Covered Family Member is traveling alone with his or her children, and becomes ill or injured and is unable to attend to the children's needs, DAN *TravelAssist* will arrange and pay for one-way

economy airfare to return them to their place of residence. Qualified escorts will be provided at no charge, if necessary.

**Return of Traveling Companion.** If a Member's traveling companion loses previously made travel arrangements due to a delay caused by the Member's medical emergency, *DAN TravelAssist* will arrange and pay for one-way economy airfare to return the companion to his or her original departure point.

**Pre-Trip Information.** Get information for each country to be visited concerning immunization requirements, appropriate pre-departure medical examinations and/or treatment, passport and visa requirements, and information as to weather or other travel hazards through *DAN TravelAssist*.

**Return of Vehicle.** If the Member or Covered Family Member is hospitalized or has an emergency medical evacuation which prevents the return of the Member's vehicle to the rental agency or his or her current principal residence, *DAN TravelAssist* will aid in arranging the return of the unattended vehicle and will reimburse the cost of returning the unattended vehicle to the rental agency or the Member's current principal residence, up to US\$1,000 per event.

## **PERSONAL ASSISTANCE**

**Emergency Message Transmission.** *DAN TravelAssist* will receive and relay emergency messages to and from Your Family and/or employer.

**Emergency Cash Advances.** When possible, *DAN TravelAssist* will provide You with a cash advance of up to US\$250 in local monies for medical emergencies with an acceptable guarantee of reimbursement from either You or Your insurance.

**Assistance with Recovering Lost or Stolen Items.** When a Member has had luggage, documents, credit cards, or personal items lost or stolen, *DAN TravelAssist* will aid the Member in reporting the lost or stolen items to the appropriate authorities; will provide direction for the replacement of passports; and will provide advice regarding how to recuperate lost or delayed luggage from a carrier. Direct cost of replacing the lost or stolen items are the responsibility of the Member.

**General Assistance.** DAN *TravelAssist* will provide advice regarding how to utilize services available in consulates and in government agencies and provided by translators and other service providers who assist with travel-related problems. You are responsible for the selection of these professionals and payment of any related fees.

**Travel Assistance.** When a Member needs travel service assistance in the event of an emergency, DAN *TravelAssist* will: (i) help coordinate emergency travel arrangements and hotel reservations; (ii) help replace lost or stolen airline tickets by arranging payment through the Member's credit card; and (iii) deliver replacement or prepaid tickets by express mail or directly to airline counters.

**Insurance Claims Assistance.** You can receive assistance in: (i) verifying your insurance coverage; (ii) guaranteeing payments to medical care providers; (iii) obtaining information for insurance claims for cases coordinated through DAN *TravelAssist*; and (iv) completing insurance and other medical claims forms. DAN *TravelAssist* will assist with Your eligible insurance claims until such claims have been settled or denied.

## LEGAL ASSISTANCE

**Legal Referrals.** Referrals to local qualified attorneys are provided in the area in which You are traveling. Telephone interpretation can be provided when necessary. All expenses other than legal referrals are Your responsibility.

**Bail Advances.** Where permitted by law, You will be advanced up to US\$5,000 in bail funds with an acceptable guarantee of reimbursement from either You or Your insurance.

**Legal Assistance.** If a Member is arrested or is in danger of being arrested as the result of any non-criminal action resulting from responsibilities attributed to him/her, DAN *TravelAssist* will provide the Member with the name of an attorney who can represent him/her in any necessary legal matters. If the Member is in need of any other form of legal assistance, DAN *TravelAssist* can arrange assistance from local attorneys, embassies or consulates.

## IMPORTANT CONDITIONS & EXCLUSIONS

Benefits, under DAN *TravelAssist*, are not payable with respect to expenses incurred:

1. For any pre-existing condition for which medical treatment or advice was given within 180 days of the day of departure for a Trip;
2. While traveling against the advice of a Physician;
3. For assistance or treatment which is compensable under "other medical expense insurance," travel insurance, the Workers' Compensation or Occupational Disease Act or Law, or any services, supplies or treatments provided under any federal, state or other governmental plan or law;
4. For services, supplies, or treatment, including any period of Hospital confinement that were not recommended, approved and certified as necessary and reasonable by a Physician, or any expense that is non-medical in nature;
5. For suicide or attempted suicide, while sane or insane, or self-inflicted injury;
6. Due to war or act of war, declared or undeclared;
7. For injury sustained while on full-time duty in the armed forces, National Guard or organized reserve corps of any country or international authority;
8. For Injury sustained while participating in (i) professional sports; (ii) in dangerous or high risk sports; (iii) in club, interscholastic or intercollegiate sports (except scuba diving related); or (iv) the riding of a motorcycle, motor scooter or moped;
9. For any nervous, emotional or mental disorder;
10. In connection with alcoholism, the consumption of alcoholic beverages, drug addiction, or use of any drug or narcotic agent, except as prescribed by a Physician;
11. As a result of, or in connection with, the commission of a felony offense;
12. Treatment provided by any Family Member;
13. If related to pregnancy, childbirth or miscarriage;

14. In connection with record setting / breaking attempts;
15. More than one year after the first expenses were incurred; or,
16. For medical treatment for accidents or injuries of any nature other than those costs incurred during evacuation.

DAN *TravelAssist* reserves the right to suspend services in any area in the event of rebellion, riot, military uprising, war, terrorism, labor disturbances, strikes, man-made catastrophe, acts of God, or refusal of authorities to permit DAN *TravelAssist* to fully provide services. In the event a Member travels into an area in which any of the above situations arises, DAN *TravelAssist* will attempt to provide its services to the best of its ability. The Member must realize that, due to political or socioeconomic conditions, there are some countries where longer time periods are required to safely perform a medical evacuation. It is the responsibility of the Member to inquire with DAN *TravelAssist* whether a country is “open” for assistance prior to his or her departure.

All decisions as to the need for evacuation and/or repatriation, the means and/or timing of any evacuation, the medical equipment and the medical personnel to be used and the final destination are medical decisions, which will be made by physicians designated by DAN *TravelAssist*, in consultation with a local attending physician based on medical factors, the availability of a suitable means of transportation and weather conditions. This decision shall be conclusive in determining the need for such services.

The final selection of the medical professional, medical facility or legal counsel is your choice alone. DAN *TravelAssist* assumes no responsibility for any medical advice or legal counsel given by the medical professional and/or attorney, nor shall DAN *TravelAssist* be liable for the negligence or other wrongful acts or omissions of any of the legal and/or healthcare professionals providing direct services pursuant to this Agreement.

The medical professionals, medical facilities, attorneys or other professionals (suggested or designated by DAN *TravelAssist*) who provide services on behalf of DAN *TravelAssist*, are not employees of DAN *TravelAssist* or DAN and neither DAN *TravelAssist* nor DAN shall be liable for their negligence or their other acts or omissions.

DAN *TravelAssist* will not be responsible for providing medical diagnosis or treatment. The final selection of the medical provider is the right and responsibility of the Member.

DAN *TravelAssist*, their agents and contractors shall be fully and completely subrogated to the rights of the Member against parties who may be liable to provide services or make a contribution, which is the subject of the services provided under this program. DAN *TravelAssist* is not responsible under this program to pay the cost of any services covered under any occupational benefits plan, health insurance, other insurance plan or public assistance program. In the event DAN *TravelAssist* provides services on behalf of, or to, a Member, the Member agrees to assign to DAN *TravelAssist* or their agents or contractors any rights of recovery under such plan(s). DAN *TravelAssist* retains the right to bill any other insurance carrier You may have.

Services not arranged for by DAN *TravelAssist* may not be reimbursed. You must call the DAN *TravelAssist* number on Your DAN Member card prior to making any arrangements to receive service or to have the included benefits provided without charge. Medical transportation services are only provided if authorized in advance by DAN *TravelAssist*.

DAN *TravelAssist* benefits are available up to a maximum of USUS\$150,000 per person and are subject to change without notice.

DAN *TravelAssist* services are provided under service contracts with Traveler Emergency Medical Services, Ltd., PO Box 1990 GT, 3rd Floor, First Caribbean House, George Town, Grand Cayman KY1-1104 Cayman Islands and Travel Guard, Inc., 3300 Business Park Drive, Stevens Point, WI 54482. Service fees and/or premiums for DAN *TravelAssist* are paid from DAN membership dues.