



Important Contact Information for Policy Holders

24/7 Travel Assistance Services During Your Trip

Call *Zurich Travel Assist* if you have any questions or difficulty during your trip. They will make arrangements, connect you with resources and help you start the claims process, if applicable. Services include the following:

- Medical Emergency
- Evacuation Assistance
- Flight Delay
- Baggage Delay/Loss
- Lost Prescription
- Locate services/doctors
- Translation assistance
- Start a claim

Bring these numbers with you
when you travel:

Within the US:

1 (833) 515-3319

International (Collect):

1 (416) 479-8008

Filing a Claim

Contact Claims as soon as reasonably possible if you need to file a claim. If you're still on your trip, contact the Assistance Company (above).

Save/gather all receipts, medical records, statements, etc. to support your claim.

Zurich American Insurance Company

Customer Service: (833) 515-3319
claims@zurichtravelassist.com

Attn: Claims Department
PO Box 968019
Schaumburg, IL 60196-8019

USI Travel Insurance Services

Contact for questions about your plan or if you need to make changes, such as to increase your trip cost for your coverage or to change your trip dates.

USI Travel Insurance Services Call Center
(855) 874-0252
natgeo@travelinsure.com

Hours of Operation
Monday through Friday
9:00 a.m. – 7:00 p.m. Eastern