

CHUBB®

Member's Guide to

Travel EYE

Travel Assistance Service Online Portal
Powered by AXA Assistance

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Welcome to your Travel EYE Portal

Chubb North America – Accident and Health Travel Assistance Portal, Travel EYE,
powered by AXA Partners (formerly AXA Assistance)

Overview

Travel EYE is a mobility risk management platform that identifies and reports security incidents worldwide 24/7 and provides users with over 200 country and city risk profiles. Moreover, the platform includes various risk layers and medical providers globally.

Key Features

- Health, medical, safety and security events per location
- Country and city risk ratings/ profiles
- News and real-time security alerts to subscribe to
- General travel tips
- Find a provider

Three Easy Steps

Step 1 - Register

First time user registration

Step 2 – Download app

Download app after registering

Step 3 - Explore

Prepare your trips or find a provider near you in Travel EYE

Link to Website



To access the portal, go to:
travelassistance.chubb.com

Questions

If you require more information,
please contact your HR or
AXA Partners



E-mail AXA Partners

Attention

AXA TravelEye launched enhanced portal in June, 2020. When accessing TravelAssistance.Chubb.com, it first directs to Chubb's transition page that includes introductory and instructional details of the new Travel Intelligence Portal before being redirected to TravelEye.

How to Register

1. First Time Users

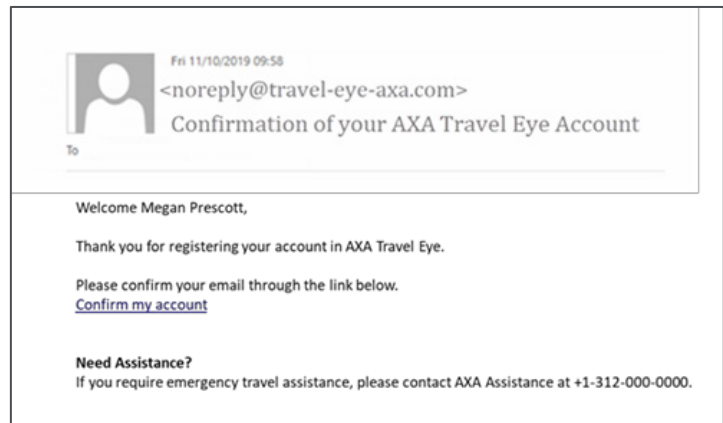
- a. Registration is required for all first time users.
- b. Go to TravelAssistance.Chubb.com
- c. Click on "Log in Here" under the Travel Intelligence Portal

2. Create Account

- a. You will be asked to create an account by providing the following:
 - Username
 - Work e-mail
 - Password

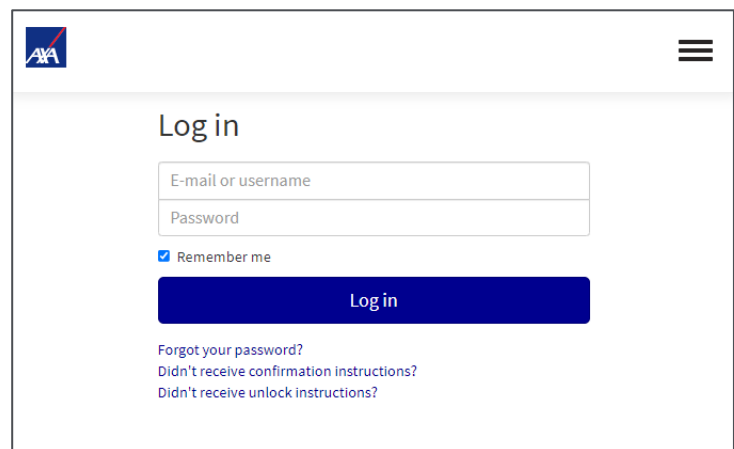
3. Confirmation E-mail

- A confirmation email will be sent to your provided e-mail address.
- Verify your account via the link provided within the confirmation e-mail.



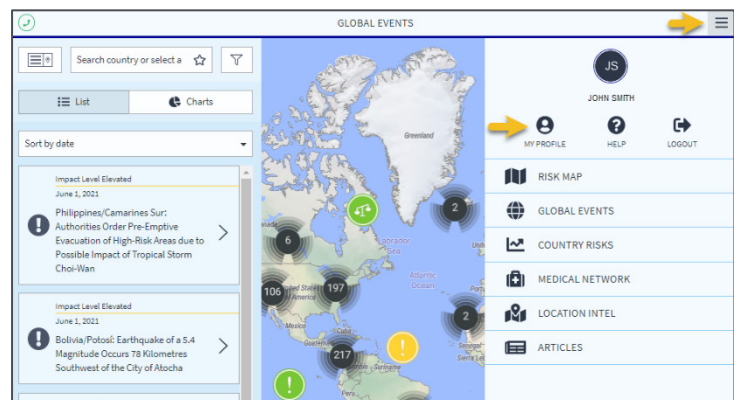
4. Sign In Portal

- You will be taken to the portal after verifying the account
- Log in using the username and password you created



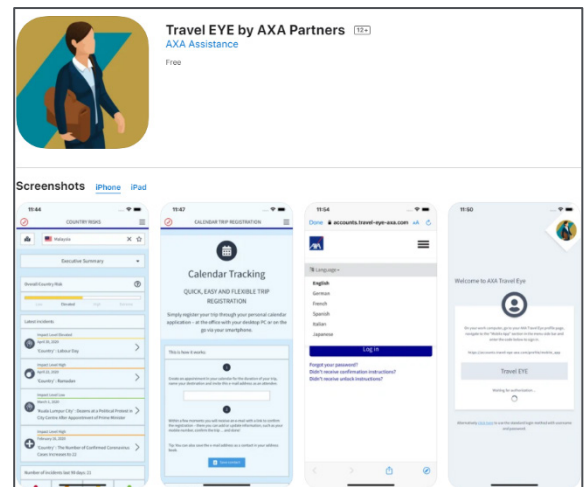
5. Edit your Profile

- You can edit your profile which includes:
 - A variety of language options
 - Time zone
 - Country of employment
 - Personal information and password
 - Enable two-factor authentication



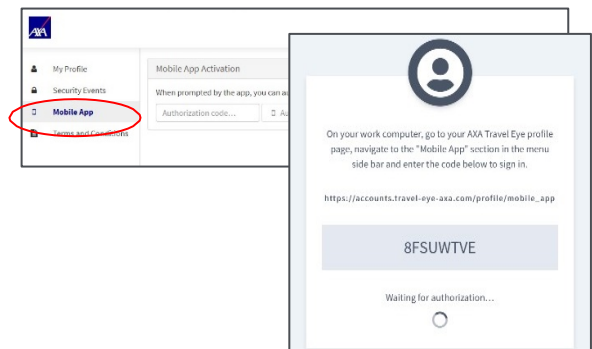
6. Download Mobile App

- After you create your account, download the **Travel EYE by AXA Partners** mobile-app from the Google Play and Apple iOS app store



7. Mobile App - Option 1

- On your computer, log into your Travel EYE account
 - Go to your '**Profile**'
 - Click on '**Mobile App**'
 - To activate mobile app, enter the **8-letter authorization code** shown on the Travel EYE app.

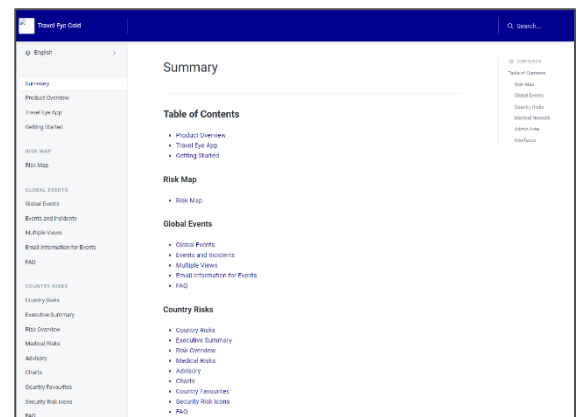


8. Mobile App - Option 2

- Click on the link shown in the mobile app to use the standard login method with the username and password you created

9. More Help?

A more detailed User Guide can be found in the '**Help**' section under the main menu



Frequently Asked Questions (FAQ)

1. What is the Chubb Travel Assistance Portal?

Chubb's Travel Assistance Portal, Travel EYE, managed by AXA Assistance Services features information and tools to support travelers before and during their trips abroad. Travel EYE identifies and minimizes travel risks by identifying relevant security incidents that may affect travel and provides users with over 200 country and city risk profiles. Key features include:

- Health, medical, safety and security events per location
- Country and city risk ratings and profiles
- News and real-time security alerts that you can subscribe
- General travel tips to prepare your trip
- Access to AXA's international medical network

A variety of tools have also been integrated within the portal to support travelers in an emergency. These include:

- The Travel EYE app for IOS and Android (App Store or Google Play) offers the same functionalities as the desktop platform.
- The ability to send security information and tailored digests in an email to keep you informed about latest security developments.
- Dynamic medical provider search tool to find hospitals and doctors in a given location or landmark
- Availability of the site in several languages

CHUBB®

Emergency Medical and Travel Assistance services while traveling — anytime, anywhere

In addition to the insurance protection provided by your insurance plan, Chubb Accident & Health has arranged with AXA, our Assistance Provider to provide you with access to its travel assistance services around the world.

TRAVEL INTELLIGENCE PORTAL
This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

BROCHURES & DOWNLOADS
View our brochures and other useful documents.

IN THE EVENT OF AN EMERGENCY
Open 24/7, 365 days a year
Within the USA: 1-855-237-1414
Outside the USA: 1-650-674-9754

TRAVEL INTELLIGENCE PORTAL

This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

***Please note: Our portal provider is changing June 1, 2020. Click below to learn more and register for your new account.**

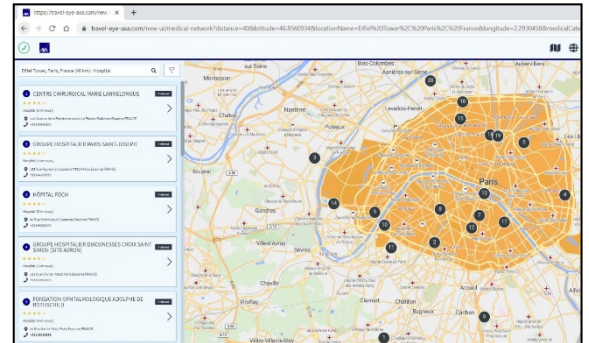
[Click Here](#)

2. How do I get access to the site?

Please go to the TravelAssistance.Chubb.com. Click on the Travel Intelligence Portal to create your account or login if you already have an account.

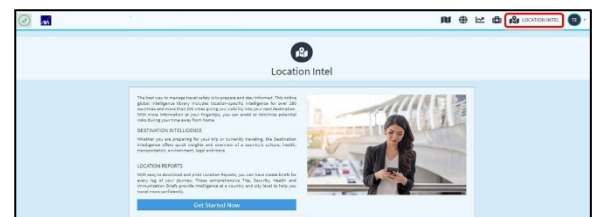
3. Can I search for medical providers overseas?

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.



4. What are location intel reports?

Location 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.



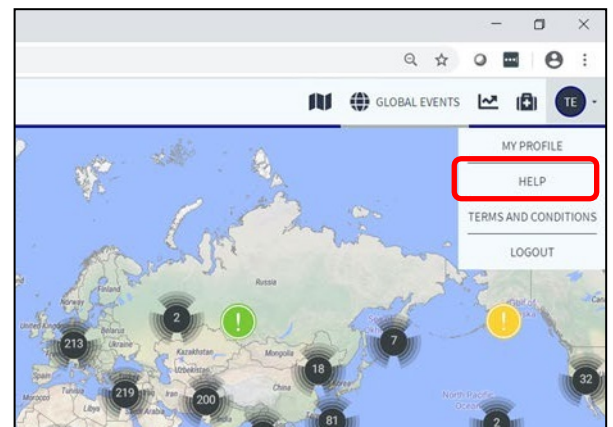
5. Is there a User Guide available?

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

6. How is Travel EYE managed?

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 our security consultant, one of the leaders in the security market for intelligence and risk analysis.



7. 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.

8. 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.

9. 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.

10. 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.

Thank You.

Travel assistance services provided by AXA Assistance USA, Inc. Insurance underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers.

Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.