

With a CNA Passport®, CNA WorldPass® or Defense Base Act policies, customers have automatic access to CNA Companion Services®. These services are provided by Europ Assistance USA, Inc. (EA), part of the largest and most experienced travel assistance organization in the world. Their services are provided to any CNA-insured traveler leaving the country for business.

When employees travel internationally, they can access EA's Employee Service Center 24 hours a day, 365 days a year, from anywhere in the world. They can access the service center through the internet, fax, phone, or by the Companion Services Portal. When you want the security of travel assistance while abroad ... **we can show you more.®**

What is the CNA Companion Services® Portal?

The CNA Companion Services® Portal features information and tools to support travelers before and during their trips abroad. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Mitigation tips and consulate contacts
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- News and real-time security alerts
- General travel tips

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

- Drug translator which can be used to find the foreign equivalent of a US drug
- Medical terms translator to facilitate communicating with medical personnel in foreign locations
- Medical provider search to look up hospitals and doctors in a given locale
- International calling code search to obtain the code to dial from one country to another
- Call Me Back feature so that travelers can contact the Europ Assistance (EA USA) center and receive a call back within a defined time, particularly useful for travelers who have difficulty making collect and/or international calls

- Emergency number look up for finding the foreign equivalent of 911

The portal also includes a personalized My Trips feature that allows travelers to enter upcoming trips or import them from TriplT so that destination content is easily accessible on the home page.

How do I get access to the Portal?

How do I get access to the Portal?

To access the portal visit www.cna.com/international. Click on the Passport®/WorldPass® or Defense Base Act Portal, depending on which product you currently have. From there register for the site using the appropriate Group ID and Access Code listed below:

Passport/WorldPass Portal GROUP ID: N2CNA ACCESS CODE: 130714

Defense Base Act Portal GROUP ID: N2DBA ACCESS CODE: 131010

Once registered, an automated email will be sent to the email you used to register. Please confirm your registration by clicking on the link provided within this communication. From there, you may access the site at any time using the login and password you established during the initial registration.

Note: You MUST click on the link provided in the registration email in order to complete your registration or you will not be able to log into the site. If you try to re-register you will see a "user already registered" error message which means that your email address already exists as but it has not been activated. If you are unable to locate your registration email with the link to complete your registration, use the Reset Password link and reset your password as an alternative means of logging into the site.

Travel Risk Intelligence Portal

Mobile Optimized

The travel risk intelligence, tools and support your travelers have come to rely on is now accessible on their smartphone. The mobile version of the Travel Risk Intelligence Portal offers the interface of an app, combined with the benefits of a mobile site, giving your travelers access to timely travel risk information on the go. No downloading required!

Additional Mobile Functionality includes:

- Location-aware capability for one-click access to location-related content
- Ability to save locations as favorites, by clicking the star icon in the Locale Info section, for quick access
- Offline access that allows for viewing of cached content even without an internet connection – ideal for international travelers who want to avoid using a data plan and/or roaming

Accessing the Mobile Site

To access the mobile version of the site, users simply enter their website's url in their smartphone's browser and they are automatically redirected to the mobile site. No downloads are required.

For faster access in the future, once logged into the site, users can select the "Add To Home Screen" button on the main menu and follow the directions to add an icon to their smartphone's home screen.

What is the Call Me Back feature?

If you are experiencing an emergency and are unable to contact Europe Assistance (EA) directly, they can call you. Using the form on the Call Me Back page, indicate how you can be reached and what kind of assistance you need. EA will then call you back within a short period of time. Please note that you must be registered in order to use this feature.

What is the Drug Translation tool?

The Drug Translation tool is located on the Tools page and gives you the ability to find the foreign equivalent of a US brand name or generic drug, should you need to obtain the drug while traveling. It provides the equivalent name for more than 7,000 brand name and generic prescription and over-the-counter drugs in 115 countries.

What is the Medical Phrasebook?

The Medical Phrasebook is a translation tool found on the Tools page, which enables you to overcome potential language barriers should a medical situation arise while abroad. The Medical Phrasebook translates a range of common medical phrases associated with a symptom you may be experiencing so that you can easily describe your medical condition to a local

provider as well as to understand what he or she may advise you. Simply select a symptom and the language in which the translation is required and the tool will provide the relevant information in both English and the requested language. The list of phrases covers the most common ailments or symptoms. These are available in 8 languages: English, French, German, Spanish, Italian, Russian, Arabic and Mandarin and also provides sound files so you can hear how the results are pronounced.

How does the home page dashboard work?

Your home page dashboard allows you to get information on upcoming destinations immediately and at a glance upon log in, without having to use the Find Locale tool. You can either import your already existing travel plans from Triplt or manually add upcoming trips which will appear on the home page each time you log in until the trip dates have passed. From the home page, you can then click the Show Location Detail link to quickly get the destination information and easily toggle between upcoming trips.

What is the Find a Medical Provider tool?

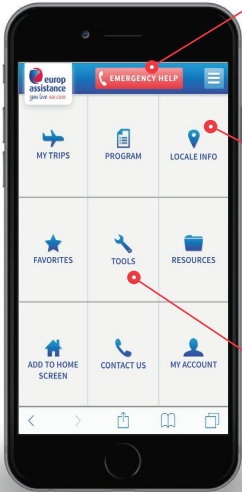
This search function is found on the Tools page, and enables you to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) both internationally and within the US. This information is acquired from an international database, which currently supplies nearly 4,000 provider records and a US database, which offers details on about 98,000 facilities and 450,000 physicians. You can look up coordinates, contact information and reviews for a provider of choice as well as directions. You can also submit ratings and review providers from whom you have received services. The Find a Medical Provider tool is provided by EA's sister company, CMN, and encompasses not only EA's list of audited/credentialed facilities but also many more providers.

My email address has been marked as "invalid." What do I do? Your email address may be marked as invalid upon attempting to register if:

1. Your email has already been registered but your registration was not confirmed (i.e. you didn't click the link in the confirmation email you received). In this case, please click the "resend my confirmation email" link that appears on the log in page, which will send an email to your account to reset the password of your registered account.
2. Your email has an apostrophe. It is very common for an email address validation system to reject the apostrophe character. Until a few years ago, the apostrophe wasn't a valid character for email addresses. Now the official standards do allow it, but very few people use it. If you have an apostrophe in your email address and are also in a corporate environment, you likely have an alternate/alias email address which you can find by looking at the Outlook properties for your email address and using one of the alternate addresses (that does not contain an apostrophe) to register.

Travel Risk Intelligence Portal – Mobile Optimized

The travel risk intelligence, tools and support your travelers have come to rely on is now accessible on their smartphone. The mobile version of the Travel Risk Intelligence Portal offers the interface of an app, combined with the benefits of a mobile site, giving your travelers access to timely travel risk information on the go. No downloading required!



Get Support in an Emergency

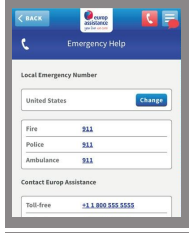
- Find the local equivalent of 911
- Quick access to our 24/7 global response center
- Use the Call Me Back feature to initiate a case online and we'll call you back

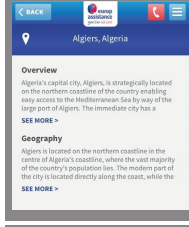
Destination Risk Information

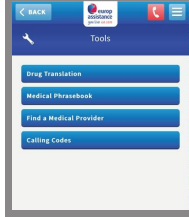
- Country and city overviews
- Risk ratings and profiles
- Risk mitigation and travel tips

Useful Tools While Traveling

- Look up foreign equivalent of a medication
- Get helpful medical terms and phrases translated
- Get the code to dial from one country to another
- Find local medical providers







Get Support in an Emergency

- Find the local equivalent of 911
- Quick access to our 24/7 global response center
- Use the Call Me Back feature to initiate a case online and we'll call you back

Destination Risk Information

- Country and city overviews
- Risk ratings and profiles
- Risk mitigation and travel tips
- Get the code to dial from one country to another
- Find local medical providers

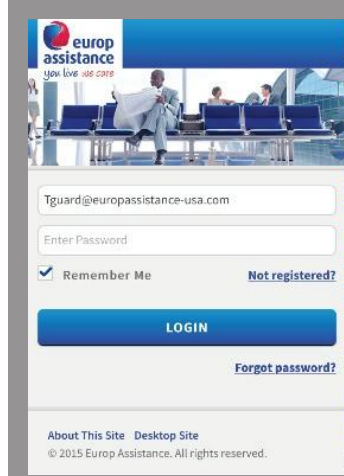
Accessing the Mobile Site

To access the mobile version of the site, users simply enter their website's url in their smartphone's browser and they are automatically redirected to the mobile site. No downloads are required.

For faster access in the future, once logged into the site, users can select the "Add To Home Screen" button on the main menu and follow the directions to add an icon to their smartphone's home screen.

Additional Mobile Functionality Includes:

- Location-aware capability for one-click access to location-related content
- Ability to save locations as favorites, by clicking the star icon in the Locale Info section, for quick access
- Offline access that allows for viewing of cached content even without an internet connection – ideal for international travelers who want to avoid using a data plan and/or roaming



Detach the card below and keep it handy during foreign travel.

Your card provides information on how to access available assistance programs before and during your trip. Multilingual toll-free or collect telephone numbers, facsimile, or Internet access will connect you to a service representative 24 hours a day, 365 days a year from almost anywhere in the world.

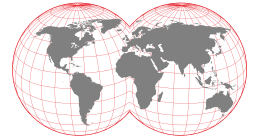
When calling for emergency or travel-related assistance, please provide the following:

When calling from:

U.S. or Canada	800-913-9777
from all other locations	202-331-8276
Employee Name	
Company Name (Insured)	
CNA Passport® or WorldPass® Policy #	
EA ID #	3342

Email: ops@europassistance-usa.com

**COMPANION
SERVICESSM**
TRAVEL I.D. CARD



To report a claim to CNA from the U.S. or Canada:

Call: **888-202-4966**

Fax: **888-262-2091**

From anywhere else in the world:

Call: **314-317-3111**

Email: globalclaim@cna.com



For more information on CNA's International coverage offerings, visit www.cna.com/international.

