

Your coverage with Arch Insurance Company includes 24/7 global emergency assistance services, supported by our designated assistance services company ("Assistance Company"). **When you travel, carry the ID card below with you.** With it, you are a phone call away from being immediately connected to doctors, hospitals, pharmacies and other services if you experience an emergency while traveling 75 miles away from your permanent residence, are in another country, or if your permanent primary residence is your recreational vehicle.

The Assistance Company is staffed 24 hours a day, 365 days a year with trained multilingual and medical personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency. Additional staff is available to help with general travel assistance needs as well.

The Assistance Company coordinates the assistance services and facilitates payment on behalf of Arch Insurance. Covered persons will be responsible for payment of services or advance payments to the extent not covered by the FRVA program.

### Travel Assistance

- Replacement of Lost or Stolen Travel Documents
- Emergency Travel Arrangements
- Transfer of Funds
- Legal Referrals
- Language Services
- Message Transmittals



**Medical & Travel  
Assist**

### Medical Assistance

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Relay of Insurance and Medical Information
- 24-Hour Health Information
- Medication and Vaccine Transfers
- Updates to Family, Employer, and Home Physicians
- Replacement of Corrective Lenses and Medical Devices

### Emergency Transportation Arrangements

\*For coverage, these services, designed to support the named insurance benefits, must be arranged by the Assistance Company or pre-approved by Arch Insurance.

- Emergency Medical Evacuation
- Medically Necessary Repatriation
- Repatriation of Deceased Remains
- Return of Dependent Children
- Return of Pets
- Return of Vehicle
- Emergency Medical Reunion

\*See back for details.

Cut on dotted line and carry card with you.

### Global Emergency Services



Call if you require medical assistance and:

- are traveling 75 miles away from your permanent residence,
- are in another country, or
- if your permanent primary residence is your recreational vehicle.

**Toll Free: 844-289-3442**

**Collect: 443-901-4691**

**Policy #:** **SPR5618652024**

**Policyholder:** **Family RV Association**

Attention: Medical & Travel Assist branded services are provided by the designated Assistance Company. This card is not a medical insurance card nor a guarantee of coverage. All services must be arranged or provided by the Assistance Company. No claims for reimbursement will be accepted, unless pre-approved by Arch Insurance.



Services are provided by third parties not affiliated with Arch Insurance or its affiliates. To the extent these services or any advance payments are not included in the FRVA policy, covered persons will be responsible for payment. Insurance policy issued to FRVA is underwritten by Arch Insurance Company, NAIC #11150, a member company of Arch Insurance Group Inc. All products may not be available in all states. Coverage is subject to the language of the policies as actually issued. Please refer to the policy for details.

For emergency or life-threatening situations, please contact your local emergency service or proceed to the nearest hospital.

\*All services must be arranged and provided by the Assistance Company. No claims for reimbursement will be accepted unless the expenses were pre-approved by Arch Insurance. The services described in this brochure are only intended to serve as a general overview of the global emergency assistance services available. The services available to you may vary from what is listed in this brochure. For a complete description of the services, please contact FRVA at 800-543-3622.

The Assistance Company is not a provider of travel or medical insurance, rather it is a provider of global emergency services. Their services do not replace medical insurance during medical emergencies away from home.

While assistance services are available worldwide, transportation response time is directly related to the location/ jurisdiction where an event occurs. Neither Arch Insurance or the Assistance Company is responsible for the Assistance Company's failure to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control of the Assistance Company or Arch Insurance. Neither the Assistance Company or Arch Insurance is responsible or liable for any malpractice committed by professionals rendering services to a covered person.

This information is a brief outline of the Medical & Travel Assist branded insurance benefits and assistance services available to you as a member of Family RV Association (the policyholder). Calls received by Arch Insurance Solutions, the underwriter's affiliate, will be forwarded to the Assistance Company for handling as applicable. Assistance services provided by third parties, including the Assistance Company, are not affiliated with the underwriter or its affiliates. These assistance services are not insured benefits.

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**For questions regarding the program,  
please contact FRVA at: 800-543-3622**