

Travel Assistance

Emergency help while you are traveling

Sure, we all expect our trips to go off without a hitch and most times they do. However, if you experience an emergency when traveling — no matter how big or how small — you have around-the-clock access to On Call International's 24-hour, toll-free travel assistance services. Whether you need help with an illness or injury, lost passport, missing luggage or even a prescription refill, you can rest assured you (and your covered dependents) have access to a personal travel emergency companion anytime you're more than 100 miles away from home.

How your Travel Assistance services work

Using your travel emergency services is a cinch! Just contact On Call International directly at (603) 328-1966 anytime you need assistance while traveling. On Call's Global Response Center is open 24 hours a day, 365 days a year and can provide the following services through your group coverage with Reliance Matrix. The following is an outline of the On Call emergency travel assistance service program. For a complete description of all services and the program terms and limitations, please request a Description of Covered Services from your employer.

24-Hour Travel Assistance

On Call International provided through
Reliance Matrix



In the U.S., toll free
(800) 456-3893



Worldwide, collect
(603) 328-1966

Travel Assistance Services administered by



reliancematrix
A MEMBER OF THE TOKIO MARINE GROUP

For emergency medical, legal and travel assistance information and referral service 24 hours a day, 365 days a year, call the numbers below. To place a collect call, dial the INTERNATIONAL COUNTRY CODE:

_____ followed by On Call's collect call number

Covered services

When traveling more than 100 miles from home or in a foreign country, On Call offers you and your dependents the following services:

Pre-trip assistance	<ul style="list-style-type: none">Inoculation requirements informationPassport/visa requirementsCurrency exchange rates	<ul style="list-style-type: none">Consulate/embassy referralHealth hazard advisoryWeather information
Emergency medical transportation*	<ul style="list-style-type: none">Emergency evacuationMedically necessary repatriationVisit by family member or friendReturn of traveling companion	<ul style="list-style-type: none">Return of dependent childrenReturn of vehicleReturn of mortal remain
Emergency personal assistance services	<ul style="list-style-type: none">Urgent message relayInterpretation/translation servicesEmergency travel arrangements	<ul style="list-style-type: none">Recovery of lost or stolen luggage/ personal possessionsLegal assistance and/or bail bond
Medical assistance services	<ul style="list-style-type: none">Medical referrals for local physicians/dentistsMedical case monitoring	<ul style="list-style-type: none">Prescription assistance and eye glasses replacementConvalescence arrangements

The services listed above are subject to a maximum combined single limit of \$250,000. Return of vehicle is subject to \$2,500 maximum.

On Call International is not affiliated with Reliance Matrix. Reliance Matrix is not responsible for the content of the On Call travel assistance services, and is not responsible for, and cannot be held liable for, any services provided or not provided by On Call.

On Call is not responsible for the unavailability or results of any medical, legal or transportation services. You are responsible for obtaining all services not directly provided by On Call and for the expenses associated with them.

TO REACH ON CALL VIA INTERNATIONAL CALLING:

Go to <http://www.att.com/esupport/traveler.jsp?group=tips> for complete dialing instructions. It is recommended that you do this prior to departing the US, find the access code from the country you will be visiting, and note it on the front of the cut-out card so you will have the information readily available in case of an emergency. (AT&T provides English-speaking operators and the ability to place collect calls to On Call; whereas local providers may encounter difficulty placing collect calls to the US).

Travel assistance services are provided by On Call International (On Call) under the terms and conditions of a service agreement with Reliance Matrix. On Call International is not affiliated with Reliance Matrix or with AT&T.

For more information, contact your Reliance Matrix sales or account manager or visit reliancematrix.com.



Bereavement Support Services

Comfort and Guidance for Challenging Times

Bereavement Support Services provide confidential and professional support services to all family members and beneficiaries to cope with the loss of a loved one—at no extra cost.

In addition to coverage from Reliance Standard Life Insurance, all family members and beneficiaries are eligible to receive telephonic grief counseling sessions and legal and financial consultation through ACI Specialty Benefits.

Grief Counseling:

- Up to 3 Telephonic Grief Counseling Sessions for Assessment and Referral
- All Sessions Are Confidential, Conducted by Licensed Mental Health Clinicians

Legal and Financial Consultation:

- Consultation for a Wide Range of Legal and Financial Matters Including Estate Planning, Deeds, Wills and Trusts
- Telephonic Legal Consultation for Unlimited Number of Issues per Year. Includes One 60-minute In-office or Telephonic Consultation with Local Attorney and 25% Discount for Continued Services.
- Telephonic Financial Consultation for Unlimited Number of Issues per Year
- Do It Yourself Document Preparation through the [Online Legal Resource Center](#), as well as Document Assistance Services at a Reduced Fee

Program Access:

- All Covered Employees, Family Members and Beneficiaries Eligible, Regardless of Location or Relationship
- Dedicated Toll-Free Line, Always Live Answer

Bereavement benefit services are provided by ACI Specialty Benefits, under agreement with Reliance Standard Life Insurance Company.

Reliance Matrix is a branding name. Reliance Standard Life Insurance Company (Home Office Schaumburg, IL) is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. First Reliance Standard Life Insurance Company (Home Office New York, NY) is licensed in New York and Delaware. Standard Security Life Insurance Company of New York (Home Office New York, NY) is licensed in all states. Absence services are provided by Matrix Absence Management, Inc. Product features and availability may vary by state.



**Questions or to
Access Services**
Contact ACI Specialty
Benefits toll-free at
855-775-4357
rsli@acieap.com

your digital life is unique. so is your identity theft benefit.

Get the only comprehensive monitoring of its kind to help you protect yourself from digital fraud

Identity theft and fraud impacted 1 in 6 people last year.¹ When fraud occurs, unraveling it can be overwhelming and costly. That's why Reliance Standard Life and your employer are providing you with InfoArmor Identity Protection. Should you experience fraud, InfoArmor's comprehensive recovery services will go the extra mile to help you resolve your case and restore your identity, saving you time, money, and stress. Plus you can rely on up to \$25K in identity fraud expense reimbursement to cover related out-of-pocket costs.[†]

Nobody thinks identity theft will happen to them until it does. That's when you need a trusted expert by your side to help pick up the pieces. InfoArmor's unique combination of proprietary technology and remediation expertise provides peace of mind every step of the way — so you can live confidently online.

Powerful monitoring and security tools, plus full-service remediation and reimbursement



Dark web monitoring

In-depth monitoring goes beyond just looking out for a participant's Social Security number. Bots and human intelligence scour closed hacker forums for compromised credentials and other personal information. Then we alert you if your information is compromised.



Lost wallet assistance

Losing your wallet isn't fun. This security feature allows you to easily access and replace wallet contents. InfoArmor's encrypted vault stores:

- User IDs & passwords
- Driver's licenses
- ATM/credit cards
- Health insurance cards
- Checking accounts



\$25K fraud-related loss reimbursement

Should fraud occur, we have your back. You'll receive full-service remediation and up to \$25K in identity fraud expense reimbursement for out-of-pocket costs.[†]



What members are saying:

99%

are satisfied with their
customer care experience²

98%

are satisfied with how their
problem was resolved on
their first call²

99%

are satisfied with their
recovery in cases of identity
theft²

full-service case management and resolution

Highly trained and certified specialists are available 24/7 to restore compromised identities, even if the fraud or identity theft occurred prior to enrollment. Here's how it works:

✓ Research

A dedicated Restoration Specialist works closely with you. Details and documents pertaining to the case are collected in a fraud packet. The Restoration Specialist gives guidance and assistance on the initial steps required.

✓ Resolve

The Restoration Specialist works on your behalf to resolve the fraud with third parties. If needed, your specialist will submit all required evidence to your legal representation or other investigators and help mediate any claims.

✓ Restore

Post-resolution, your specialist works to ensure there is no lasting damage. Whether the fraud has a financial, medical, or credit impact — we won't stop until things are made right. And with up to \$25K in identity fraud expense reimbursement,[†] you won't have to worry about related out-of-pocket costs.

Enroll in your benefit today by calling 855-246-7347 or visit www.reliancestandard.com/infoarmor

Has your identity been compromised?

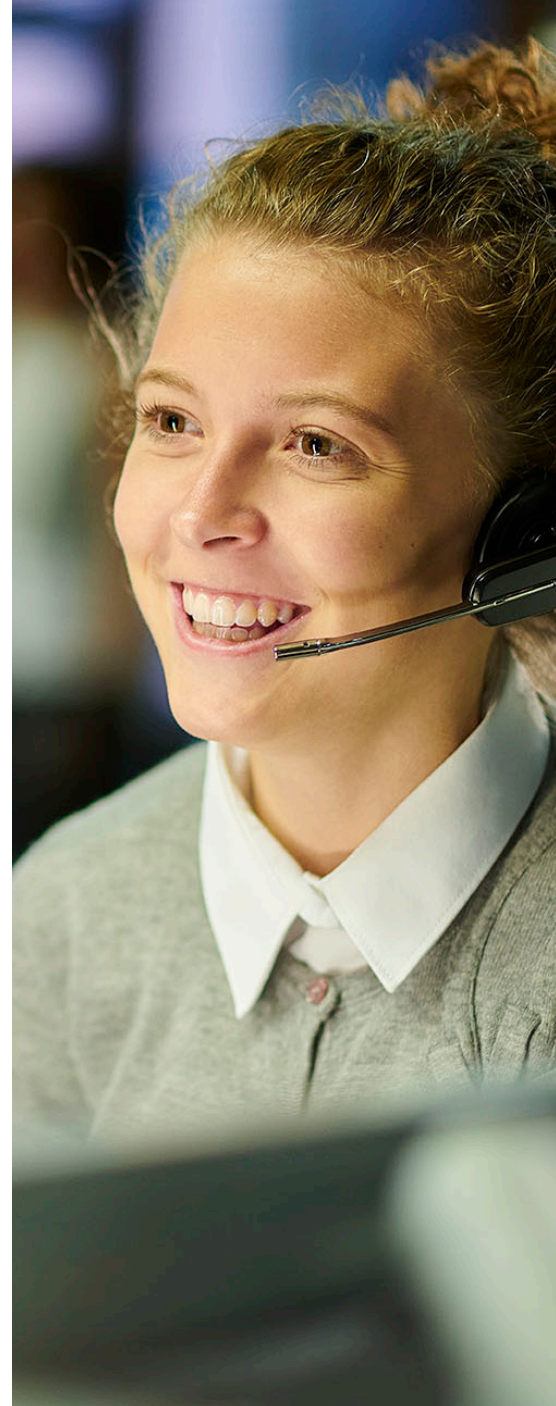
Call toll free at 855-246-7347. Help is available 24/7.

1: 2021 Identity Fraud Study, Javelin Strategy & Research
2: 2020, Allstate Identity Protection internal analysis

[†]Identity theft insurance covering expense and stolen funds reimbursement is underwritten by Assurant. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Reliance Matrix is a branding name. Reliance Standard Life Insurance Company (Home Office Schaumburg, IL) is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. First Reliance Standard Life Insurance Company (Home Office New York, NY) is licensed in New York and Delaware. Standard Security Life Insurance Company of New York (Home Office New York, NY) is licensed in all states. Absence services are provided by Matrix Absence Management, Inc. Product features and availability may vary by state.

RS-2414 (10/22)



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InfoArmor[®]
IDENTITY PROTECTION

Life comes with challenges. **Your Assistance Program is here to help.**

Reach out to your Assistance Program for short-term counseling, financial coaching, caregiving referrals and a wide range of well-being benefits to reduce stress, improve mental health and make life easier.

The following services are free to use, confidential, and available to you and your family members:

Mental Health Sessions

Up to 3 sessions* to help manage stress, anxiety and depression, resolve conflict, improve relationships, overcome substance abuse and address any personal issues, with options for in-person, telephonic, or video counseling sessions.

Life Coaching

To help reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

Financial Consultation

To help build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identify theft, and saving for retirement or tuition.

Legal Consultation

To help with a variety of personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

Life Management

To provide information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

Personal Assistant

To help manage everyday tasks and give back time by providing information and referrals for home services, repairs, travel, entertainment, dining and personal services.

Medical Advocacy

To help navigate insurance, obtain doctor referrals, secure medical equipment or transportation, and plan for transitional care and discharge.

Member Portal and App

Access your benefits 24/7/365 with online requests and chat options, and explore thousands of articles, webinars, podcasts and tools covering total well-being.

EAP benefits are free of charge, 100% confidential, available to all family members regardless of location, and easily accessible through ACI's 24/7, live-answer, toll-free number.

EAP services are provided by ACI Specialty Benefits, under agreement with Reliance Standard Life Insurance Company.

Reliance Standard Life Insurance Company is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY. Product availability and features may vary by state.

*3 Sessions per Six Months for California Employees



Contact ACI Specialty Benefits

855-RSL-HELP (855-775-4357)

rsli@acieap.com

<http://rsli.acieap.com>

Company Code: RSLI859



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RS-2506 (01/2023)