



AMERICAN EXPRESS

GLOBAL ASSIST® HOTLINE¹ for American Express Prepaid Cards

Global Assist® Hotline can help you prepare for your trip with customs information and destination guides. And while you're traveling more than 100 miles from home, coordination and assistance services such as lost passport replacement assistance, translation services, missing luggage assistance, and emergency legal and medical referrals are a phone call away. Card Members are responsible for the costs charged by third-party service providers.

Please note that any assistance provided by this benefit cannot be in violation of U.S. economic or trade sanctions.

Global Assist Hotline

Call the number on the back of your Prepaid Card

Global Assist Hotline Landing Page

americanexpress.com/globalassist

¹ While the Global Assist Hotline coordination and assistance services are offered at no additional charge from American Express, Card Members are responsible for the costs charged by third-party service providers.

PLANNING YOUR TRIP

The Global Assist Hotline Online Destination Guide at americanexpress.com/GADestinationGuide is your resource for travel information. From exchange rates and visa requirements to customs information and medical assistance - it contains things you need to know - before you go - specific to your destination:

Customs Information

Many countries have strict requirements on what products they will allow in and out of the country. Global Assist Hotline can help you plan appropriately.

Cultural Inquiries

Before traveling internationally, Global Assist Hotline can provide you with information on the particular country you'll be traveling to, such as currency information, tourist offices and travel warnings.

Foreign Exchange Rates

Global Assist Hotline can provide you with foreign exchange rates throughout the world.

Inoculation Information

Global Assist Hotline can provide you with recommendations for inoculations that may be needed prior to traveling to your destination.

Passport/Visa Information

It's smart to check entry requirements when traveling out of the country. Global Assist Hotline can provide you with the necessary information for many destinations around the world.

Weather Reports

Global Assist Hotline can provide you with weather forecasts for many destinations around the world. For some destinations, as much as a 10 day weather forecast can be obtained (subject to availability of information).

While the list of countries frequented by our Card Members is extensive, Global Assist Hotline continues to add information based on your feedback. If you are not able to locate your destination, we can help you find the information you need – call the number on the back of your Card.

ASSISTANCE ON YOUR TRIP

Rely on Global Assist Hotline for 24/7 medical, legal, financial, or other select emergency coordination and assistance services while traveling more than 100 miles from home:

GENERAL TRAVEL ASSISTANCE

Emergency Translation/Interpretation

Global Assist Hotline can help conference in an interpreter over the phone in the event you need a third-party to translate for legal or medical needs when in a verifiable travel emergency. All costs associated with engaging additional interpretation services, including written translations, are the responsibility of the Card Member.

Lost Item Search

If you lose an item while traveling, Global Assist Hotline can help you search for the lost item. Global Assist Hotline will need to have basic information about the item and where it was lost in order to provide the fastest service.

Missing Luggage Assistance

When the airline may have misplaced your luggage, Global Assist Hotline can help track its status. Basic information needs to be obtained about the luggage. Global Assist Hotline will contact the airlines on a daily basis to check the status of the luggage. Global Assist Hotline will continue to follow up with you and the airline on the status of your luggage. Global Assist Hotline will also provide you with a daily update. You may need to participate on the call or authorize an agent to speak on your behalf if required by the airline.

Passport Assistance & Card Cancellation

Were your credit cards or passport lost or stolen? Global Assist Hotline can help you locate the nearest embassy to assist you with replacing your passport and assist with canceling your cards. You may need to participate on the call or authorize an agent to speak on your behalf if required by the card issuer.

Urgent Message Relay

Global Assist Hotline can relay an urgent message to a family member and/or friend in the event of an emergency situation.

MEDICAL ASSISTANCE

Emergency Medical Transportation Assistance

In the event that the Card Member or another covered family member (*your spouse or domestic partner, dependent up to age 23, or age 26 if full-time student*) traveling with the Card Member becomes injured or ill while traveling and are seeking or have sought medical treatment, the Global Assist Hotline medical department can assess the medical need for transportation and coordinate the service. The evacuation may be arranged from point of illness or injury (when the Card Member or covered family member is under the care of a local medical service provider or facility) to a more appropriate medical facility or to a hospital near the person's home as long as the Global Assist Hotline designated physician, in consultation with the local medical service provider or facility, determines that such transport is medically necessary and advisable. The Card Member is responsible for all costs associated with any transport. The person needing evacuation may need to complete a medical information release as required by the Health Insurance Portability and Accountability Act (a "HIPAA Release"), or provide authorization for next of kin to complete the release.

Medical Monitoring

Global Assist Hotline can provide you with the monitoring of medical care while traveling. You may need to complete a HIPAA Release or provide authorization for next of kin to complete the release if you are not able.

Medical Prescription Replacement Assistance

If medications are lost or forgotten and you are in the United States, Global Assist Hotline can help you by arranging a transfer of the prescription from your home pharmacy to a pharmacy near your location if refills are available. If you are outside the United States, Global Assist Hotline can provide a medical referral to help with obtaining a new prescription. Take note that FDA regulations state that United States prescriptions cannot be transferred overseas. You may need to participate on the call or authorize an agent to speak on your behalf and in some cases you may need to visit a doctor. You may need to complete a HIPAA Release or provide authorization for next of kin to complete the release if you are not able. The Card Member is responsible for all costs associated with the purchase of prescribed medication.

Physician/Dental Referral

Global Assist Hotline can provide you with a list of physicians and dentists in the area where you are traveling. Global Assist Hotline does not provide medical advice; but rather provides a list of available physicians. The ultimate choice to seek medical care is your responsibility. You are also responsible for the payment of any costs associated with medical care.

Repatriation of Mortal Remains

In case of death of a covered Card Member or covered family member (*your spouse, dependent up to age 23, or age 26 if full-time student*) while traveling with the Card Member, the Global Assist Hotline medical department can provide the necessary administrative services to effect the transportation of the mortal remains back to the person's principal place of residence or place of burial, whichever is closer. The Card Member is responsible for all costs associated with any transport.



FINANCIAL ASSISTANCE

ATM Referrals

Through various directories, Global Assist Hotline can locate ATM networks that accept American Express® Cards. The Card Member is responsible for all ATM, bank, and other cash advance or other fees associated with using these ATMs.

Emergency Hotel Check In/Out

If your Card has been lost or stolen, Global Assist Hotline can assist with checking into or out of your hotel. Certain control procedures must be followed to provide this service.

LEGAL ASSISTANCE

Bail Bond Assistance

Global Assist Hotline can help locate bail bond agencies that accept the American Express® Card. Certain control procedures must be followed to provide this service. The Card Member is responsible for all costs associated with payment of bail.

Embassy and Consulate Referral

Embassies and consulates are excellent sources for information and assistance to Card Members while traveling. Global Assist Hotline can provide you with the address and/or phone number of the local embassy or consulate.

English Speaking Lawyer Referral

This service can provide you with a list of English-speaking lawyers in the area where you are traveling. Global Assist Hotline does not provide legal advice; but rather provides a list of available attorneys. The ultimate choice to seek legal advice is your responsibility. You are also responsible for the payment of any costs associated with legal retention.