

New travel emergency assistance provider

Trident Global Assistance

Starting May 1, 2022

With over 75 years of combined experience in travel assistance, Trident Global Assistance has the operational know-how and expertise to serve you well, should you have a travel emergency and need assistance.

What's changing?

Some of the information on the benefit card is changing:

Does this affect travel coverage?

There is no change to our travel emergency assistance program. We are simply moving to a new service provider, Trident Global Assistance.

What do I need to do?

1. Use your current benefit card until **April 30, 2022**
2. On **May 1**, log into the **plan member website** and get the updated benefit card
3. Starting **May 1, 2022** call Trident Global Assistance in case of travel emergency

ABC Company
Your first name/Last name

Benefit Information Policy: **12345**
Division: **123** Certificate: **123456789**
Dental Carrier ID: **000033**

Travel Emergency Assistance Program
Trident Global Assistance
US/CAN: **1 855 537-1722** Int'l collect: **416 814-7605**

Drug Coverage
Carrier ID: **90** Drug Group: **123456**
Member ID: **12345678910**



providerConnect



New Travel Emergency Assistance Program Provider Telephone Numbers

US/Canada: 1 855 537-1722

International collect: 416 814-7605

Under the Travel Emergency Assistance program, Trident Global Assistance Inc. provides out of province travel emergency medical assistance, claim administration and cost containment services for employees and their dependants who have extended health benefits under their group benefit plan insured by Empire Life. Empire Life will assume no responsibility for any negligence, wrongful acts or omissions of Trident Global Assistance Inc. or its agents, or for medical advice or legal counsel given by any physician or other health care professional and/or attorney as part of the services provided by Trident Global Assistance Inc. For complete details regarding the terms and benefits of the program, including a complete list of limitations and exclusions, please refer to your Employee Benefits Booklet or contact your Plan Administrator.

® Registered trademark of **The Empire Life Insurance Company**. Policies are issued by The Empire Life Insurance Company.

The Empire Life Insurance Company
259 King Street East, Kingston, ON K7L 3A8 • 1 877 548-1881 • info@empire.ca • empire.ca

