CHUBB®

Travel Risk Intelligence Portal (TRIP) Member's Guide

Chubb Travel Assistance

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We're here to help you travel more confidently—wherever your journey may take you.

Our TRIP portal features real-time travel intelligence helping you feel more **secure, prepared, and connected.**

Chubb Travel Assistance provides you with access to the Travel Risk Intelligence Portal (TRIP), powered by Crisis24, a Gardaworld Company. TRIP is designed to help you assess travel risk, access real-time travel intelligence, and contact our experts in the event of a travel emergency.

In this Member's Guide, we highlight how to make the most of the TRIP portal to help you prepare for your journey abroad.

Key Features

- 24/7 Alerts
- Country Briefings
- Factsheets
- Global View
- Hotline
- Medical Network Tool
- Travel Security Mobile App

Travel Security – Simplified

1. **Register** and create your TRIP account on the desktop version of the site. See page 5 for a step-by-step guide to the registration process.

2. **Download the Travel Security mobile app** for on-demand access to destination-based travel intelligence.

3. **Prepare for your trip** using resources like Country Briefings and the Medical Network Tool.

Multi-Language Capability
TRIP is available in multiple languages, including English, German, Spanish, French, Italian, Portuguese, Japanese, and Mandarin.

Download the Mobile App
After creating your TRIP account, download the "Gardaworld Travel Security" mobile app—available for iOS and Android.
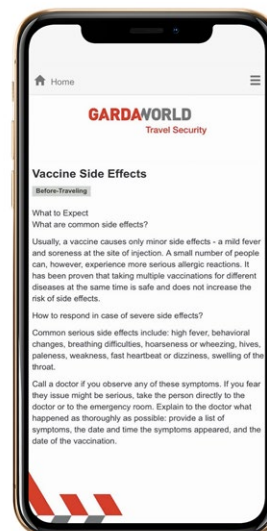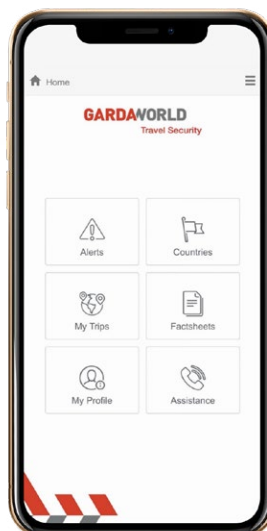
Self-Service Tools & Resources

To help you navigate risks while traveling abroad, TRIP provides in-depth travel, security, and health information at your convenience.

24/7 Alerts
Featuring real-time risk alerts on major incidents or imminent threats that could impact security, health, transportation, weather or climate, and more.

Country Briefings
Provides analysis and travel intelligence including active alerts, risk ratings, and more on a specific country, city, or province.

Factsheets
Provides resources to help prepare for a vast range of travel issues such as diseases, safety concerns, natural disasters, and more.

Global View
Search for your destination in a geographical view and review travel intelligence information.

Hotline
Provides contact information for Chubb's dedicated travel assistance provider to help you contact our experts in the event of a travel or medical emergency.

Medical Network Tool
Browse and locate preferred medical providers and their contact information in our global network.

Featured Documents
Additional resources—including **helpful claim tips and ways to search for a doctor or hospital** near you—are available on your Home dashboard.

Need more help?
Contact Crisis24's Technical Support team:
support.travelsecurity@garda.com

How to Register for TRIP

Access the Chubb Travel Assistance landing page at **ChubbTravelAssistance.com**. Our landing page introduces you to your TRIP travel portal and provides resources to help you get started.

To start the TRIP registration process, click the **Login/Register** button.

You'll be directed to **travelsecurity.garda.com/welcome**.

> Login/Register   >

Step 1. Register for TRIP
Registration is required for all first-time users. **Please note that you must complete your initial registration via a desktop device.**

- Click the **Log In** button.
- Enter your email address, then click the **Create Account** link.

Step 2. Create Account
Complete the required information, including your name, email, and a unique password of your choice. Once complete, click **Submit**.

After submission, you'll be re-directed to the Login page where a **green pop-up alert** will instruct you to check your inbox to validate your email address.

Step 3. Account Validation
Check your inbox for the validation email from Crisis24. Click the link provided in the email to validate your email address.

Can't find your validation email?
Remember to check your SPAM/JUNK folders to recover important emails from Crisis24.

How to Register for TRIP (cont.)
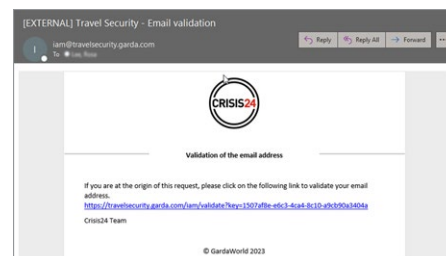
Step 4. Chubb A&H Contract Number
Navigate back to the Login page and enter your email address and password. When logging in for the first time, you'll be required to provide a Contract Number that's associated with your account. Use the activation codes below:

- **Company Entity:** Chubb A&H
- **Contract Number:** 16512020

Please note: If your email address is recognized by Crisis24's system, the contract number may not be required.

Step 5. Pending Approval
Your account will be approved within 24 hours or less.

Step 6. Complete Profile
Once your account has been approved, you'll receive a confirmation email including a link to log into the TRIP portal. Log in, complete your profile under **My Profile**, and explore!

CRISIS24

Your policy number

Please input your policy number, if you don't have this information, please contact your manager or the Travel Security support team. ❷

Policy number (contract number)
16512020

SUBMIT

Gardaworld Travel Security

Mobile App Guide

The Gardaworld Travel Security mobile app provides the latest travel intelligence from Gardaworld's experts at your fingertips. Plus, you can tailor intelligence based on your upcoming travel locations and stay informed of emerging risks—anytime and anywhere.

Key Features

- 24/7 Alerts
- Seek Country Briefings
- Prepare with Factsheets
- Search for a Medical Network
- Locate Emergency Assistance Provider's Hotlines

Getting Started

Note: To use the Travel Security app, you'll first need to create a TRIP account via the desktop portal.

To create your TRIP account, visit **ChubbTravelAssistance.com** and register now.

Once you've created an account, download the **"Gardaworld Travel Security"** app directly from the Apple App store or Google Play store.

Log into the app using the email address and password you used to create your TRIP account.

Here are some helpful hints to make the most of the Travel Security mobile app and its features:

Enable Push Notifications
To receive push notification for Alerts you've set, enable notification settings from your mobile device.

Location Sharing
Enable location sharing when using the Travel Security app to make it easier to search and locate medical providers in your area.

24/7 Alerts

Setting Alerts and Subscriptions

Stay up to date on emerging travel security risks by setting custom alerts in the TRIP portal or via the mobile app. Follow these steps to customize your 24/7 alerts:

1. Under **My Profile,** click the **My Subscriptions** feature. This is where you'll see the alerts to which you're currently subscribed.

   Click the **New Subscription** button to set a new alert.

2. Create your personal set of rules for alert feeds by:
   - Countries of interest
   - Risk severity
   - Risk categories
   - Via email or app push alerts

3. Set your notification frequency to Live, Daily, or Weekly.

4. Set a preferred language for your alerts. (There are a total of eight available languages in the dropdown.)

Alert Preferences

Countries
Search for a specific country or select multiple locations based on your travel needs.

Category
You can set alerts based on all event categories or select from: Environmental, Infrastructural, Medical, Political, and Security.

Minimal severity
Set the event severity level(s) for which you'd like to receive alerts: Negligible, Low, Moderate, High, and Extreme.

Languages
Receive alerts in one of eight or multiple preferred languages, including: English, French, Spanish, German, Italian, Chinese, and Portuguese.
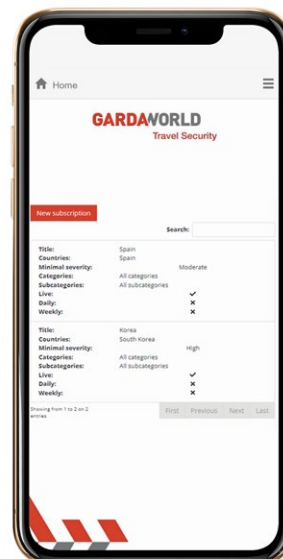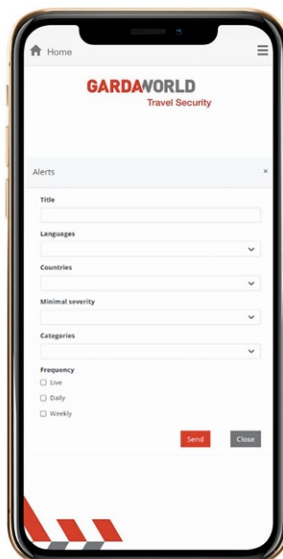
Frequently Asked Questions

1. **Who is Crisis24?**

Crisis24, a Gardaworld Company, is Chubb's security assistance partner that powers the TRIP portal.

2. **What is a contract number? Where can I find my contract number?**

A contract number is an access code that enables you to register and create a TRIP account. Your contract number is located on your Chubb Travel Assistance ID card.

3. **My TRIP account has not been approved. Who do I contact for technical help and troubleshooting?**

If you're experiencing registration issues and need technical support, contact Gardaworld's Technical team at **support.travelsecurity@garda.com**.

4. **What are the key features of the Chubb Travel Assistance landing page, chubbtravelassistance.com?**

Our landing page introduces you to your TRIP travel portal and provides resources to help you get started. It also provides a direct link to the TRIP portal, where you can register for a new account or log into your existing TRIP account.

5. **How do I file a claim?**

Please contact your employer or organization ("the Policyholder") for details on your Claims Administrator. Your Claims Administrator will work directly with you to file and process claims for reimbursement.

You may also contact your designated Travel Assistance Provider for contact information for your Claims Administrator. Note: No claims for reimbursement will be accepted by your designated Travel Assistance Provider.

6. **Who is my Travel Assistance Provider?**

Please refer to your Chubb Travel Assistance ID card for details on your designated Travel Assistance Provider.

7. **Can I request a Guarantee of Payment for a medical provider through TRIP?**

TRIP enables you to search for and locate preferred medical providers (e.g., doctors, hospitals, dentists) near you. Once you've located an appropriate medical provider, please contact your Travel Assistance Provider to secure an appointment and a guarantee of payment (when applicable) in advance of seeking medical treatment.

About Chubb Travel Assistance

Chubb Accident and Health (A&H) partners with globally recognized travel assistance providers to provide the Chubb Travel Assistance program. These travel assistance providers administer emergency medical, travel, and security assistance services when a covered member is traveling 100 miles or more from their primary residence.

Access Travel Assistance Services
Refer to your Chubb Travel Assistance ID card to find your designated Travel Assistance Provider's emergency hotline and contact details.

TRIP Technical Support

Crisis24, a Gardaworld Company
TRIP Technical Support

support.travelsecurity@garda.com

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