

# Travel Assistance Portal

New User Registration

The screenshot shows a web browser window with the URL <https://eservices.europassistance-usa.com/sit>. The page features the Europ Assistance logo on the left and the CHUBB logo on the right. The main content area is titled "Welcome to Chubb Travel Assistance" and contains several paragraphs of text. A dark grey login box titled "CHUBB A&H LOG IN" is positioned on the right side of the page. This box includes fields for "Email" and "Password", a "Forgot Password?" link, a "Remember Me" checkbox, and a blue "LOGIN" button. Below the login box, a red rectangular box highlights the text "Not Registered? Sign Up Now" and "Who Register?". Below the highlighted area is a section titled "PROBLEMS LOGGING IN?" with a partially visible paragraph of text.

New Users should click "Sign Up Now" to begin registration to gain access to the Portal

Register User | Travel Risk In... x

CHUBB

europ  
assistance  
you live we care

### Register

Please complete the fields below to create your new account. Account registration is required for security purposes and to provide an individualized experience for site users.

#### Group ID

NOTE: All fields below are required

You should have received an email with a Group ID and activation code. This information is required to activate your access to our online services.

This site is available to members only. Your Group ID and activation code will be used to verify your eligibility and program details.

Group ID \*  Activation Code \*

#### Your Information

Please enter the basic information needed below. This information will be used to access your account information online. It will not be shared with any third parties. Please review our [Privacy Policy](#) for additional details.

Your password must be at least 8 characters and include at least one uppercase and one lowercase letter, one special character (e.g. &\$#, etc.) and one number.

Prefix (Mr, Mrs, Sr) \*

First Name \*  Last Name \*

Email Address \*  Confirm Email Address \*

Password \*  Confirm Password \*

I agree to the [Terms of Service](#)

I wish to receive commercial electronic mail from EA about site updates and improvements

#### CHUBB A&H LOG IN

Enter your email and password.

Email

Password

[Forgot Password?](#)

Remember Me

Not Registered? [Sign Up Now](#)

[Why Register?](#)

#### PROBLEMS LOGGING IN?

If you are experiencing difficulties logging in with your username and password, contact us for help using the information below:

+1 800 243 6124  
[ops@europassistance-usa.com](mailto:ops@europassistance-usa.com)

#### CONTACT EA

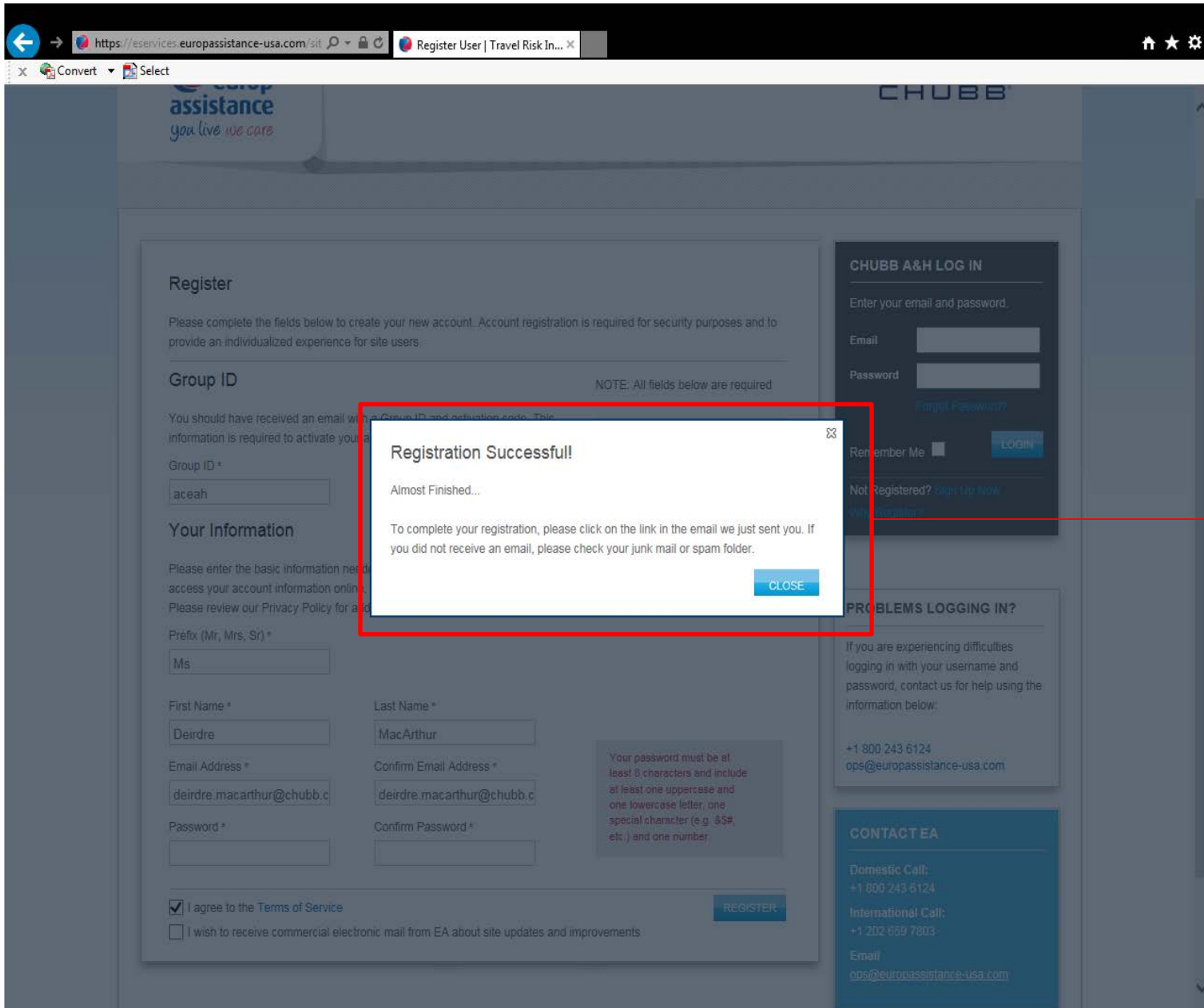
Domestic Call:  
+1 800 243 6124

International Call:  
+1 202 659 7803

Email  
[ops@europassistance-usa.com](mailto:ops@europassistance-usa.com)

Group ID:  
aceah  
Activation  
Code:  
security

Enter your  
information  
here



Box will pop up when registration is completed and will direct you to check your e-mail

Click "Access Member Site"  
This will direct you back to the Portal log-in page

The screenshot shows an Outlook window titled "Please confirm your registration - Message (HTML)". The interface includes a ribbon with tabs for "File", "Message", "New Tab", and "Adobe PDF". The "Message" tab is active, displaying various action buttons such as "Ignore", "Delete", "Reply", "Reply All", "Forward", "Meeting", "IM", "More", "Move to?", "Team E-mail", "Reply & Delete", "To Manager", "Done", "Create New", "Rules", "Mark Unread", "Categorize", "Follow Up", "Find", "Related", "Select", "Zoom", "Translate", and "Select".

The email header shows the following information:

- From: Europ Assistance USA <noreply@europassistance-usa.com>
- To: MacArthur, Deirdre
- Cc:
- Subject: Please confirm your registration
- Sent: Thu 04/27/2017 8:34 AM

The main body of the email contains the following text:

Please click the link below to confirm your registration to the Europ Assistance Travel Risk Intelligence Portal. If you received this email by mistake, simply delete it.

[Access Member Site](#)

For questions, please contact [marketing@europassistance-usa.com](mailto:marketing@europassistance-usa.com).

At the bottom of the window, there is a footer area with the text: "Click on a photo to see social network updates and email messages from this person." and "Connect to social networks to show profile photos and activity updates of your colleagues in Outlook. Click here to add networks."



CHUBB

## Welcome to Chubb Travel Assistance

At Chubb, the safety and security of our travelers is our number one priority. As one of the world's few truly global insurers, we offer a local on-the-ground presence in 53 countries and have the capability to serve clients in over 170 countries worldwide. Our worldwide focus enables us to integrate the assistance service delivery process into our travel insurance plans.

We don't see insurance as a transaction. We believe travelers look to us to help them manage their travel risks. As a company doing business in an increasingly complex risk and regulatory environment, we work hard to ensure we are accessible, responsive and able to provide valuable services to help ensure your safety and security.

The Chubb Travel Assistance website is designed to provide you with the information and travel intelligence you need to help make your travel experience a safe one. Please log in to:

- Personalize your online experience
- Prepare for an upcoming trip
- Obtain destination-based information and alerts while you are traveling
- Get support in an emergency

### CHUBB A&H LOG IN

Enter your email and password.

Email

Password

[Forgot Password?](#)

Remember Me

Not Registered? [Sign Up Now](#)

[Why Register?](#)

### PROBLEMS LOGGING IN?

If you are experiencing difficulties

Enter the e-mail address and password you gave during registration. This will be your log-in information

# You will now have full access to the Chubb Travel Assistance Portal

The screenshot shows the Chubb Travel Assistance Portal interface. At the top, there is a navigation bar with the Chubb logo and the tagline "you live we care". Below the navigation bar, there is a main menu with options: HOME, PROGRAM, LOCALE INFO, TOOLS, ALERTS, and HELP. The main content area is divided into several sections:

- No upcoming trips**: A message stating "Add your next trip to personalize your tools and receive location-specific alerts." with a "+ ADD A TRIP" button.
- GLOBAL ALERTS**: A section with a search bar and filters for Country, Category, and Sort By. It displays a list of alerts with dates and locations, such as "Brazil Unrest Persists in Complexo do Alemao, Rio de Janeiro".
- PROFILE PROGRESS**: A section highlighted with a red box, showing a progress bar at 32% and an "EDIT" button. A red arrow points from the text "Click 'EDIT' to complete your profile" to this button.
- TIP OF THE DAY**: A section with a tip about carrying a dummy wallet.
- TRAVEL ASSISTANCE**: A section with a world map and a "FIND LOCALE INFO" button.
- EMERGENCY HELP**: A section with a "Local Emergency Number" dropdown menu and a table of emergency numbers for Fire, Police, and Ambulance.

Click "EDIT" to complete your profile



# PORTAL MOBILIZATION

EA's Travel Risk Intelligence Portal is now mobile optimized and can be accessed on any device using iOS, Android or Windows operating system. The mobile site has all the same features available on the desktop site with a few enhancements:

- **Location Aware:** You can obtain destination, medical provider and calling code information for your current location in one click, by allowing the site to detect your current location.
- **Favorites:** You can designate certain locations as favorites by clicking the star icon in the Locale Info section of the site which marks the location as a favorite for quick access to this content on future visits.
- **Resources:** This is a new section that houses the Travel Information and Promotion modules from the desktop site as well as mobile-specific FAQs and content from the Home page that appears before you log in.
- **Offline Functionality:** We have made certain sections of the site accessible for viewing even if you are offline. As you navigate the site while online, content from the following sections of the site are stored or cached for viewing later offline, even without a data connection:
  - Emergency Help
  - Emergency Profile
  - Calling Codes
  - My Profile
  - Program Page
  - My Alerts
  - My Trips\*
  - My Favorites

