Travel Assistance Portal

New User Registration
www.acetravelassistance.com

New Users should click “Sign Up Now” to begin registration to gain access to the Portal.
Group ID: aceah
Activation Code: security

Enter your information here

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

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.

Group ID * Activation Code *
aceah security

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.

First Name * Last Name *
Deirdre MacArthur

dre_macarthur@chubb.com dre_macarthur@chubb.com

Password * Confirm Password *

I agree to the Terms of Service

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
dps@euroassistance-usa.com

CONTACT EA

Domestic Call: +1 800 243 6124
International Call: +1 202 565 7603
Email: dps@euroassistance-usa.com
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
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

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

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