

ROBINS & MORTON



**World Travel
Protection**

Traveler Welcome Kit

WELCOME TO WORLD TRAVEL PROTECTION

PREPARED FOR
Robins & Morton

Travel Risk Management Program

Welcome to **World Travel Protection's Travel Risk Management Program.**

We are honored to be your Travel Risk Management (TRM) partner and look forward to supporting your future travel needs.

You now have access to medical, security and logistics experts 24/7 to support your travels.

We encourage you to review all the enclosed welcome materials to ensure you are familiar with the available support, tools and resources provided.

We look forward to assisting you!



Travel Risk Management (TRM) helps organizations, and their travellers stay safe by offering specialized services beyond traditional travel insurance coverage that include proactive and reactive assistance elements.

Our TRM solution is comprised of five parts:



WHO WE ARE



World Travel Protection (WTP)

proactively helps mitigate medical and security risks by providing you with access to in-house, practicing clinicians, as well as security and logistics experts, who ensure you are prepared before you leave and supported in a moment of crisis.



WTP has been assisting travellers for over **30 years**



A network of more than **85,000 providers**



24/7, 365 days we assist over **20 million** travellers across the globe annually



We handle over **50,000 cases** each year



Each year, we conduct over **1,000+** acute medical interventions and evacuations, including some of the most complex medical retrievals of any assistance organisation



Our global Command Centers in **Toronto, Brisbane, and London** are state-of-the-art, scalable assistance platforms backed up by a robust business continuity plan. We also have a supporting sister company, *Universal Assistance*, in **Buenos Aires**

WHY CONTACT US?

Understanding the importance of a successful trip, whenever needed, we will be there for you anywhere in the world at any time.

Our global operations model ensures you will always have access to speak directly with our team of Medical and Security experts – before, during, and after your trip.



Global Operation Command Centers

Direct Assistance: **+1 647-258-7176**

Email: assist@worldtravelprotection.com



QUICK TIP:

In the case of a life-threatening emergency, always seek immediate care by first contacting the local emergency services. WTP will then coordinate with your healthcare provider and your organization so access to care and payment of costs is quick and seamless. For all other instances, contact us for support and guidance.

WORLD TRAVEL PROTECTION CAN HELP YOU:



Discuss the quality of medical care at your destination



Provide help if your personal safety is at risk



Review any medical or security risks at your destination



Monitor your medical condition



Liaise with your travel insurer as required



Confirm if your medications are allowed or available in the destination country



Connect you with a WTP nurse or paramedic to discuss a medical concern



Support with lost passports, documents, or credit cards



Assist with rearranging your travel if you are sick or injured



Manage any changing risks due to a natural disaster



Find a suitable medical facility in your location



Arrange hospitalization



Arrange a medical repatriation or evacuation



Arrange payment guarantees for medical expenses



Contact your family or employer to keep them informed

HOW TO CONTACT US

CONTACT WTP:



Phone: **+1 647-258-7176**



Email: assistance@wtp.ca



Mobile App: Travel Assist by WTP



QUICK TIP:

Why print the ID Card? First responders know to look in your wallet if you are unable to communicate. With the contact information on the ID Card, they can call WTP immediately.

PRINT YOUR WTP ID CARD

We recommend saving WTP in your contacts and printing the ID Card below to keep in your wallet.



**World Travel
Protection**

Subscription:

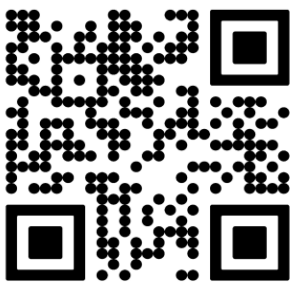
Full TRM: Medical & Security

Organization:

Robins & Morton

worldtravelprotection.com

24/7 Assistance:
+1 647-258-7176
Email Assistance:
assist@worldtravelprotection.com
Download the Travel Assist App:
For real-time global intelligence, critical event alerts and emergency assistance help.
*Please note, this is not a medical insurance card and not a guarantee of payment.



Medical, Security & Travel Assistance

World Travel
Protection



PRE-DEPARTURE CHECKLIST AND TIPS



Medical

Ask your doctor:

- Are there any medical records or medical history I should document and Travel with i.e surgeries, diagnoses, medications, allergies?
- Do I qualify for a longer supply of regular prescription medications?
- Do I need any vaccinations for my destination? If required, bring your International certificate of vaccinations.

Ask WTP

- Check the medical infrastructure and health information of your destination(s) via the Travel Assist app
- Still unsure, - call us for a pre-travel briefing



Travel

Ensure you:

- Read your pre-trip briefing email from WTP
- Download & Register for Travel Assist by WTP App on your phone
- Print and take your WTP ID card
- Save WTP contact details into your phone contacts
- Complete Travel Awareness Training via Travel Assist by WTP App
- Share a copy of important travel documents with someone you trust, in case you lose the originals.
- Confirm your itinerary is showing in the WTP Travel Assist app



Security

Prepare yourself:

- Designate a safe place to secure all important documents and valuables
- Be prepared by creating two wallets:
 - **Quick-access wallet:** Small amounts of cash, one credit card, ID, and other non-critical items for easy access
 - **Standard wallet:** Remainder cash, credit cards, and copies of important documents
- Before you leave, contact your phone provider to request global roaming or purchase a global SIM card
- Ensure you are comfortable navigating the Travel Assist App
- Pack chargers and power adapters
- Still unsure, - call us for a pre-travel briefing



QUICK TIP:

Did you know that certain prescriptions may not be legal in certain countries?

Here are 4 tips to avoid any issues:

1. *Always bring the original prescription container*
2. *Bring your written prescription from your provider*
3. *Ensure your legal name is listed on both items*
4. *Search [cdc.gov](https://www.cdc.gov) website for medication guidance*



Travel Assist Technology

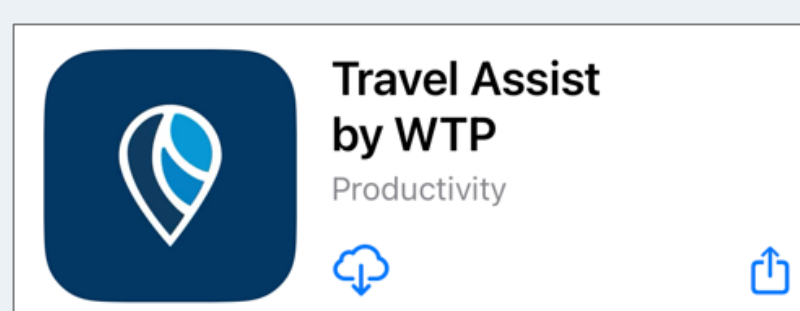
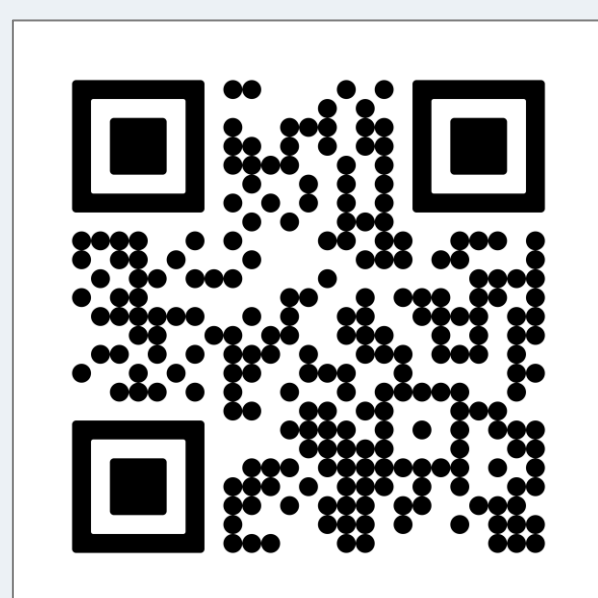




Travel Assist App

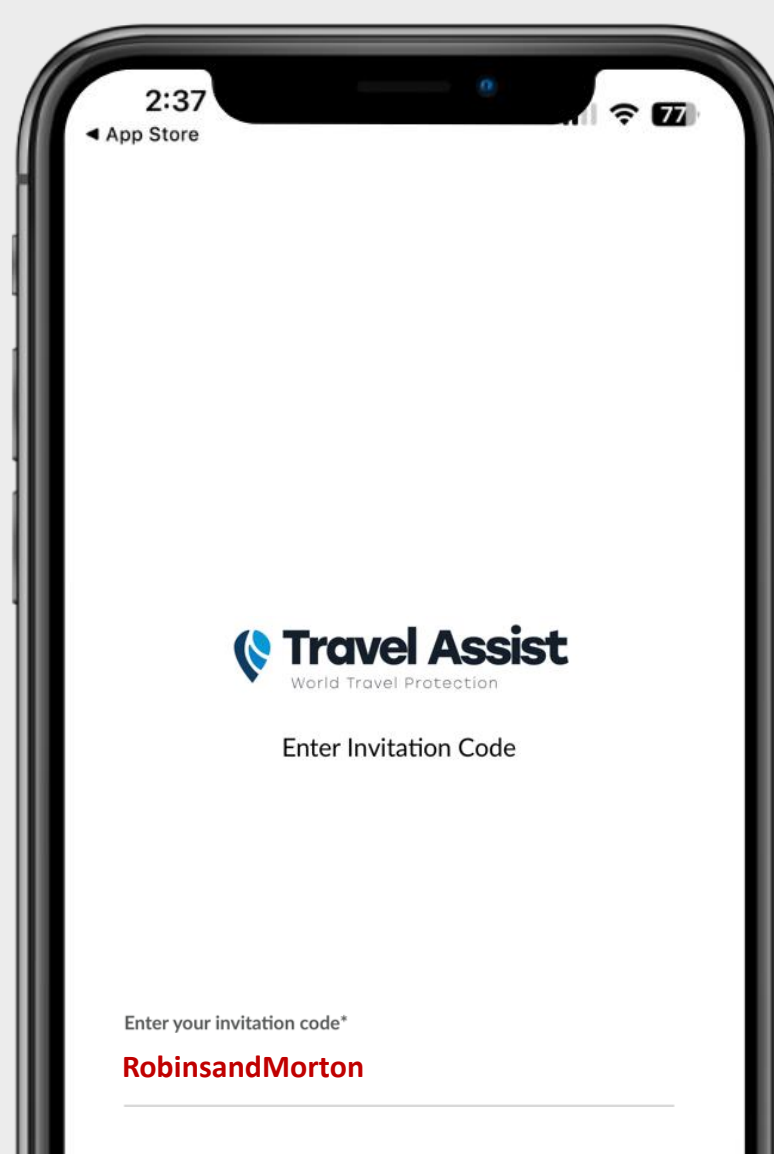
1

Scan QR code,
or visit App Store/Google Play
to download
“Travel Assist By WTP”



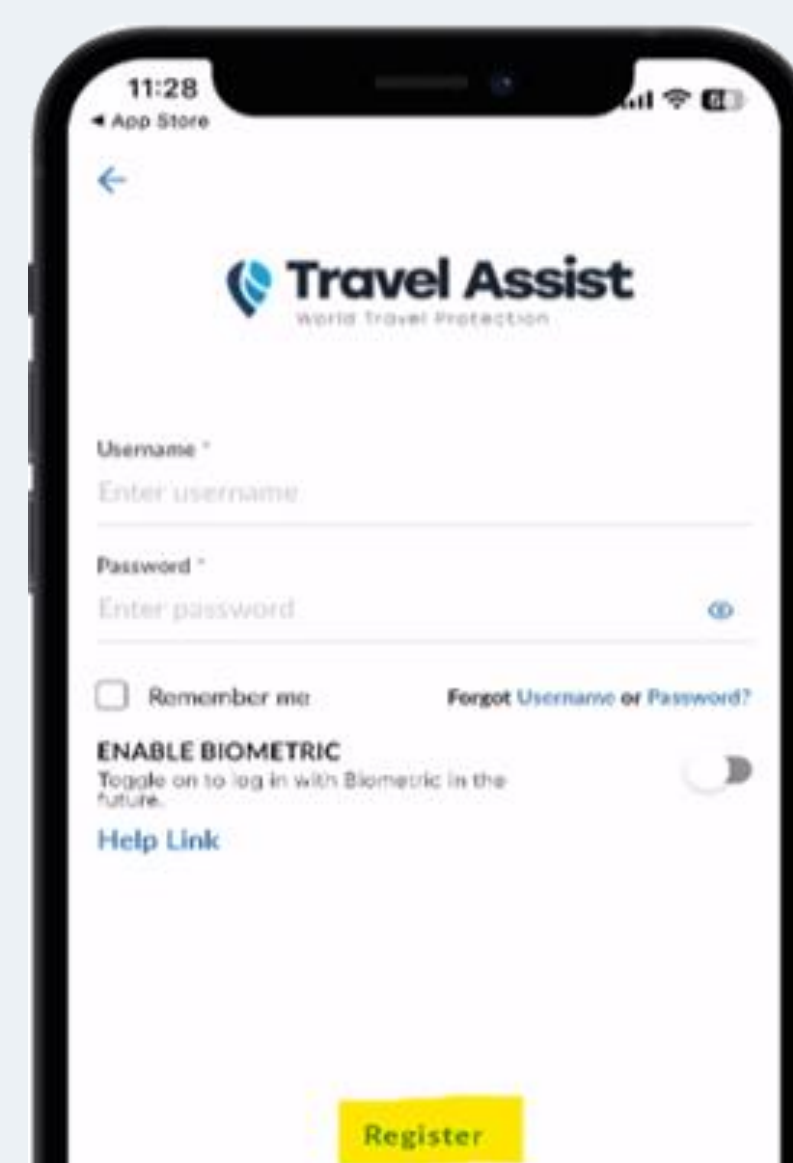
2

Open “Travel Assist
By WTP” App &
Enter Invitation Code
“RobinsandMorton”



3

Click “Register”
& follow prompts
to register

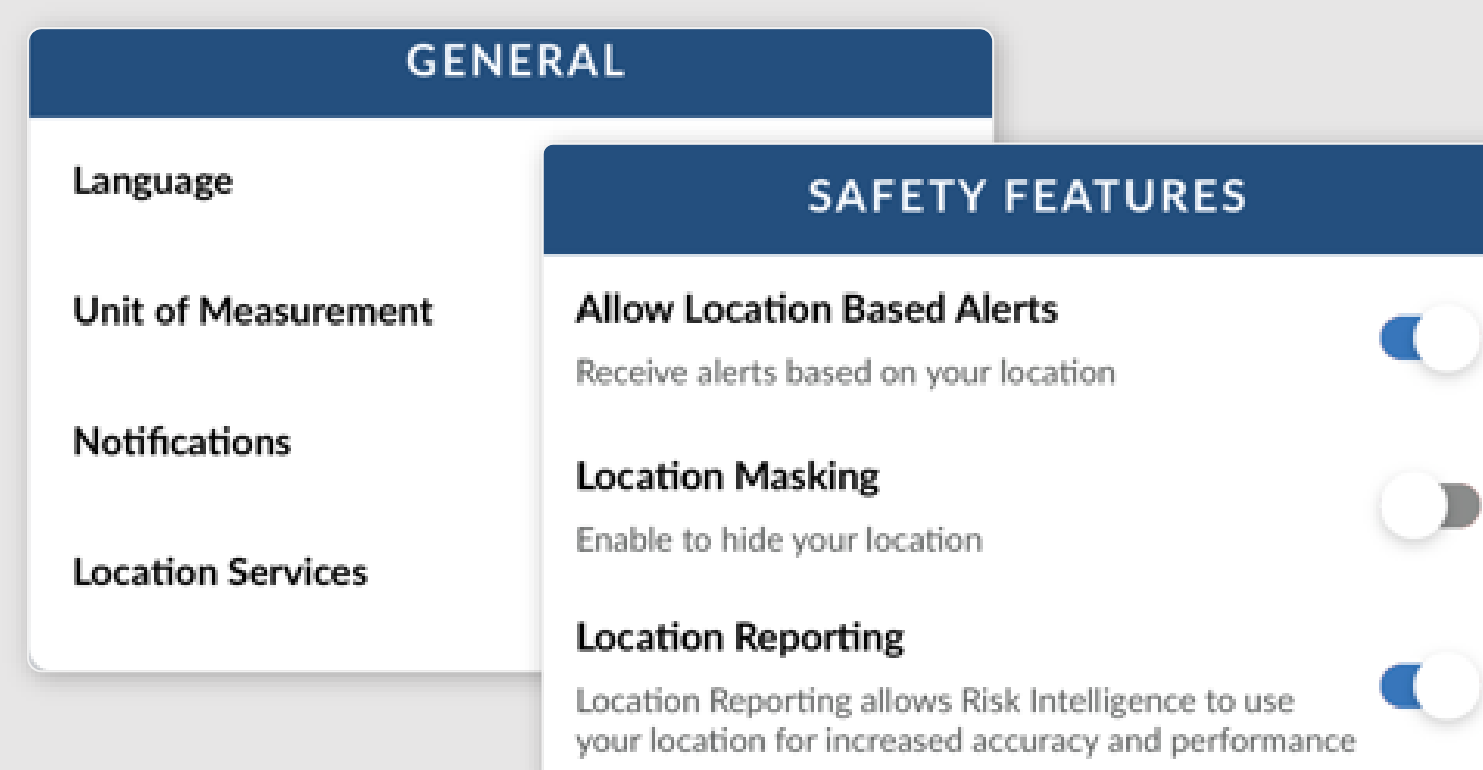


Features and settings explained:

Have control over your location privacy in the Travel Assist app:

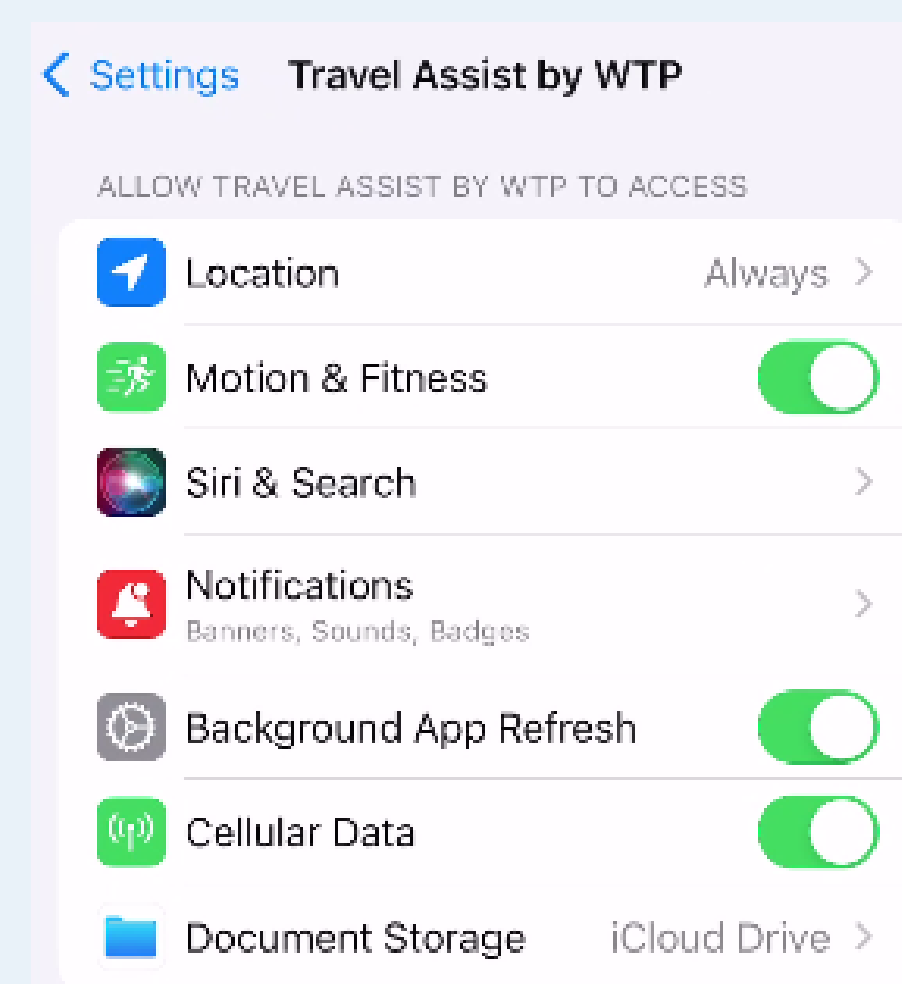
Tailor your settings & choose whether you:

- **Receive alerts** based on your location
- **Mask your location** (pin will show that you are within in a 5km radius)
- **Report your location**, enhancing risk intelligence accuracy



Enable your phone settings:

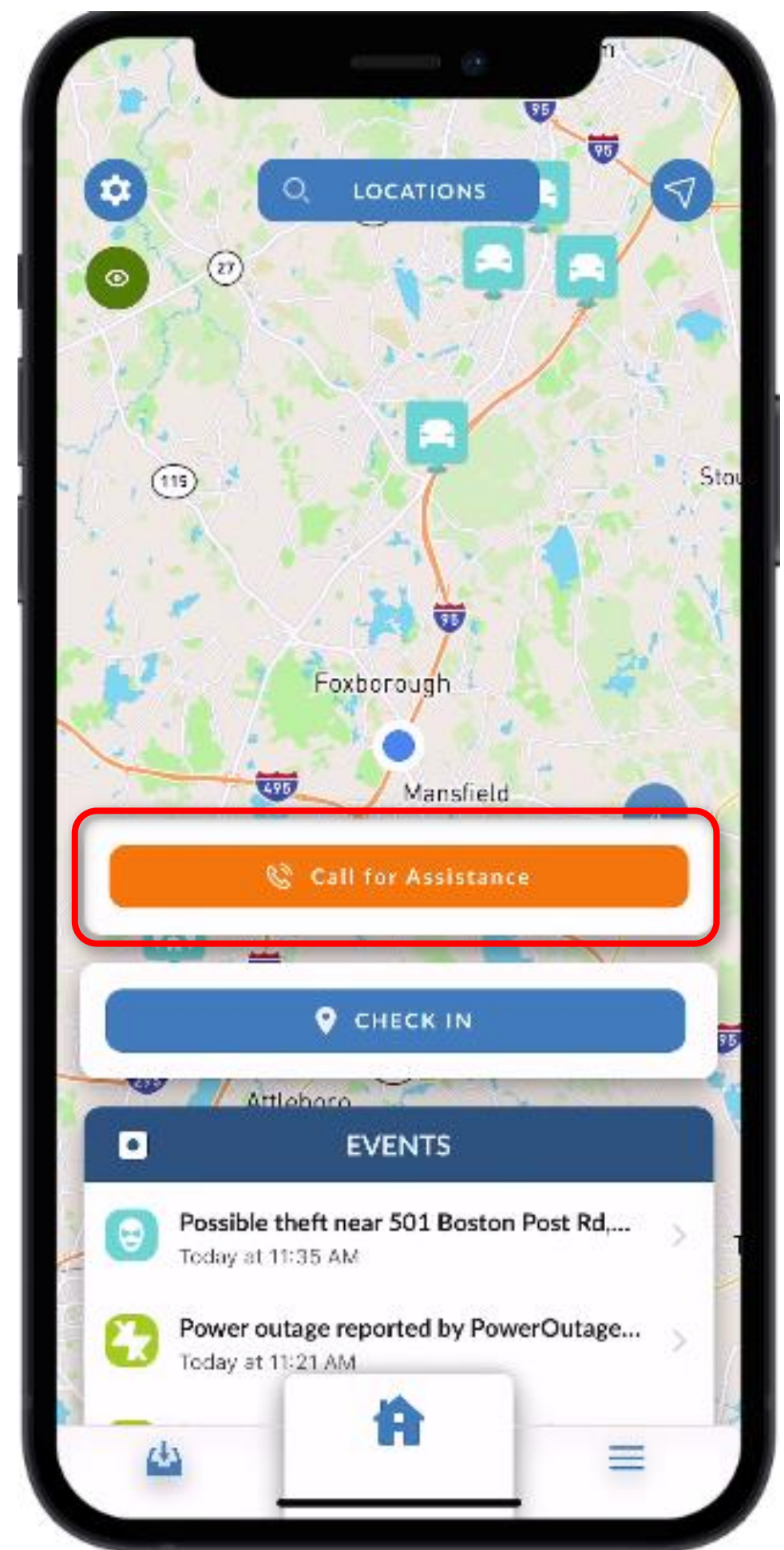
- **Change location to 'always'.** To allow Admin to view your location. If you are an impacted traveller, Admin will be able to locate & communicate with you directly via the Travel Assist app.
- **'Enable' Motion & Fitness.** Allows your phone to detect when you are stationary, thus stop trying to 'pin' your location whilst you aren't moving
- **'Enable' Background App Refresh.** To keep Travel Assist App features & messages up to date automatically



The Travel Assist By WTP App follows your location in proximity to global events for risk and safety purposes. We do not track phone, fitness or browsing activity.

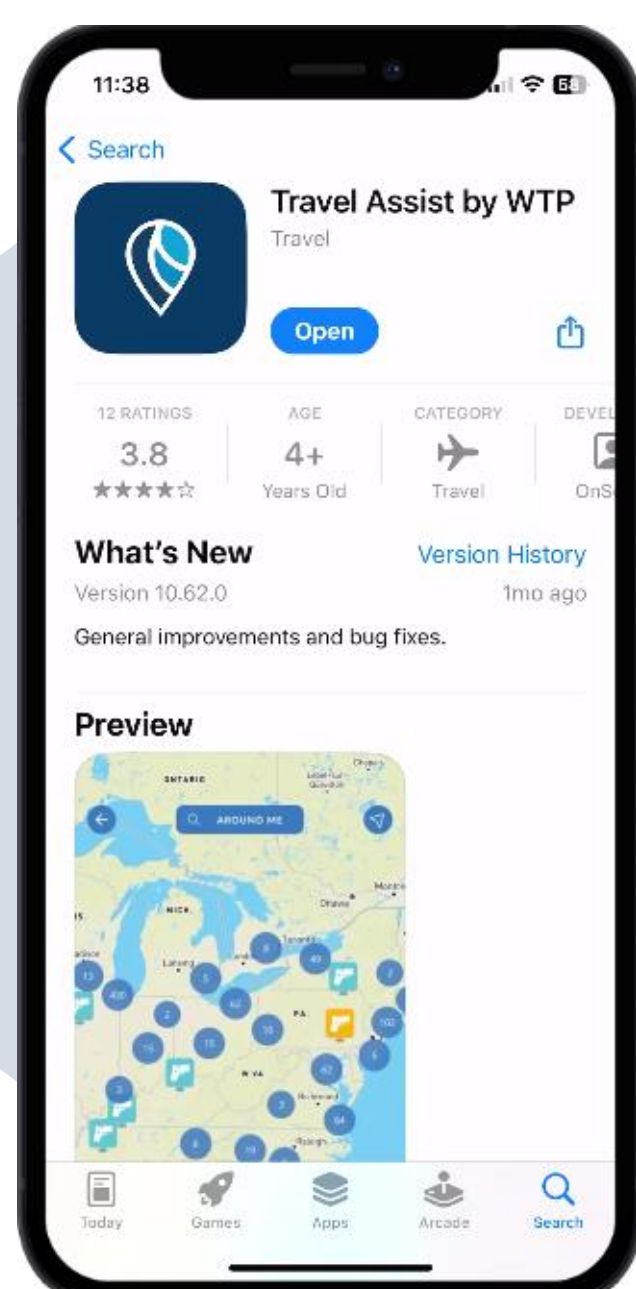
Travel Assist app features:

- **Call for assistance:** Push to call anytime pre, during or post trip
- **Risk Intelligence:** Access comprehensive intelligence. See risk rating for country/key categories & view recent events
- **Travel:** Create an itinerary to be kept up to date on events
- **Home:** Returns you back to the dashboard
- **Locations:** Select and enter a country or city to view intelligence
- **Update profile information:** Click the edit symbol in 'settings' to update your email & phone
- **Map Feature:** Move anywhere on the map, select & view alerts
- **Events:** See alerts/events near you, filter the distance to events to be notified, click event for more information
- **Inbox:** If there is an Alert impacting you, your push notifications will sit here



The Travel Assist By WTP App follows your location in proximity to global events for risk and safety purposes. We do not track phone, fitness or browsing activity.

Make sure you are aware of potential risks impacting your itinerary by using pre-trip briefings and training on our Travel Assist app and through our Command Centre.

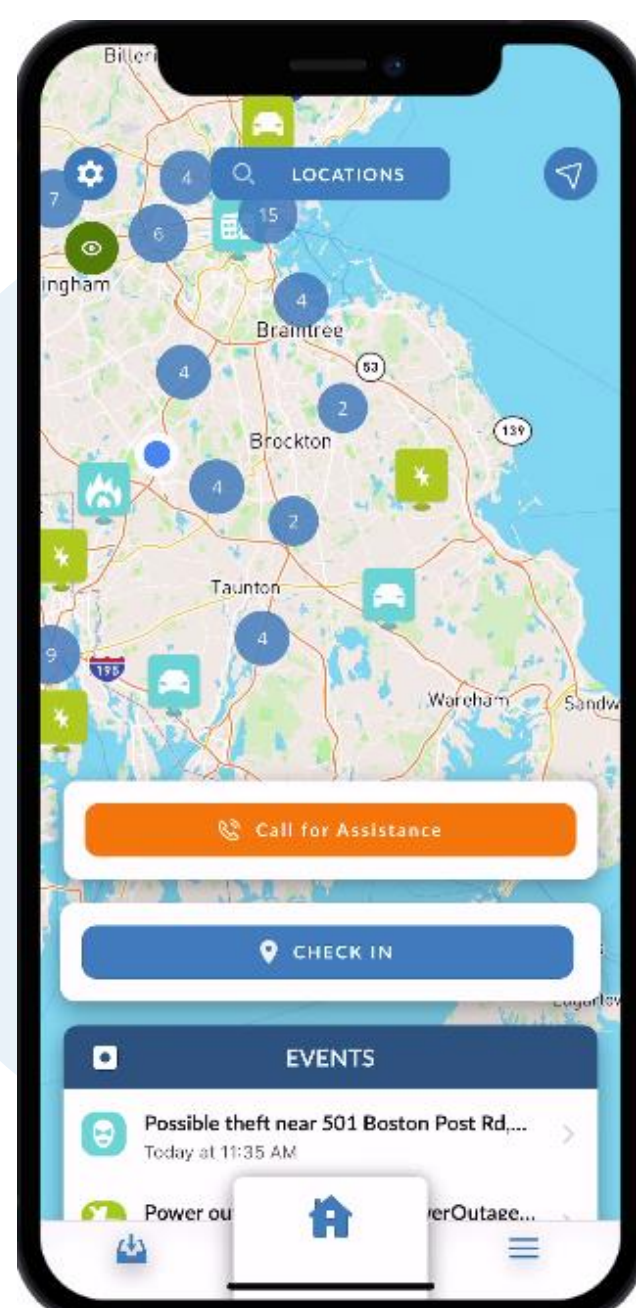


Before You Leave

Travel Assist App

After downloading the App, review the below checklist to ensure that you are prepared:

- Confirm your Itinerary is loaded on your App
- Allow “Location Based Alerts” so the App can notify you of surrounding situations
- Assess your destination risk ratings by reviewing the Country Guides
- Review Conflict and Political unrest
- Acquaint yourself with the local Crime Rates, Medical Care Facilities, Upcoming Events



During Your Trip

Travel Assist App

Once you are traveling, always be prepared by following the below steps:

- Review your Alerts often for real time events and surrounding incidents
- “Call for Assistance” to reach the WTP Command Center if you need medical or security assistance.

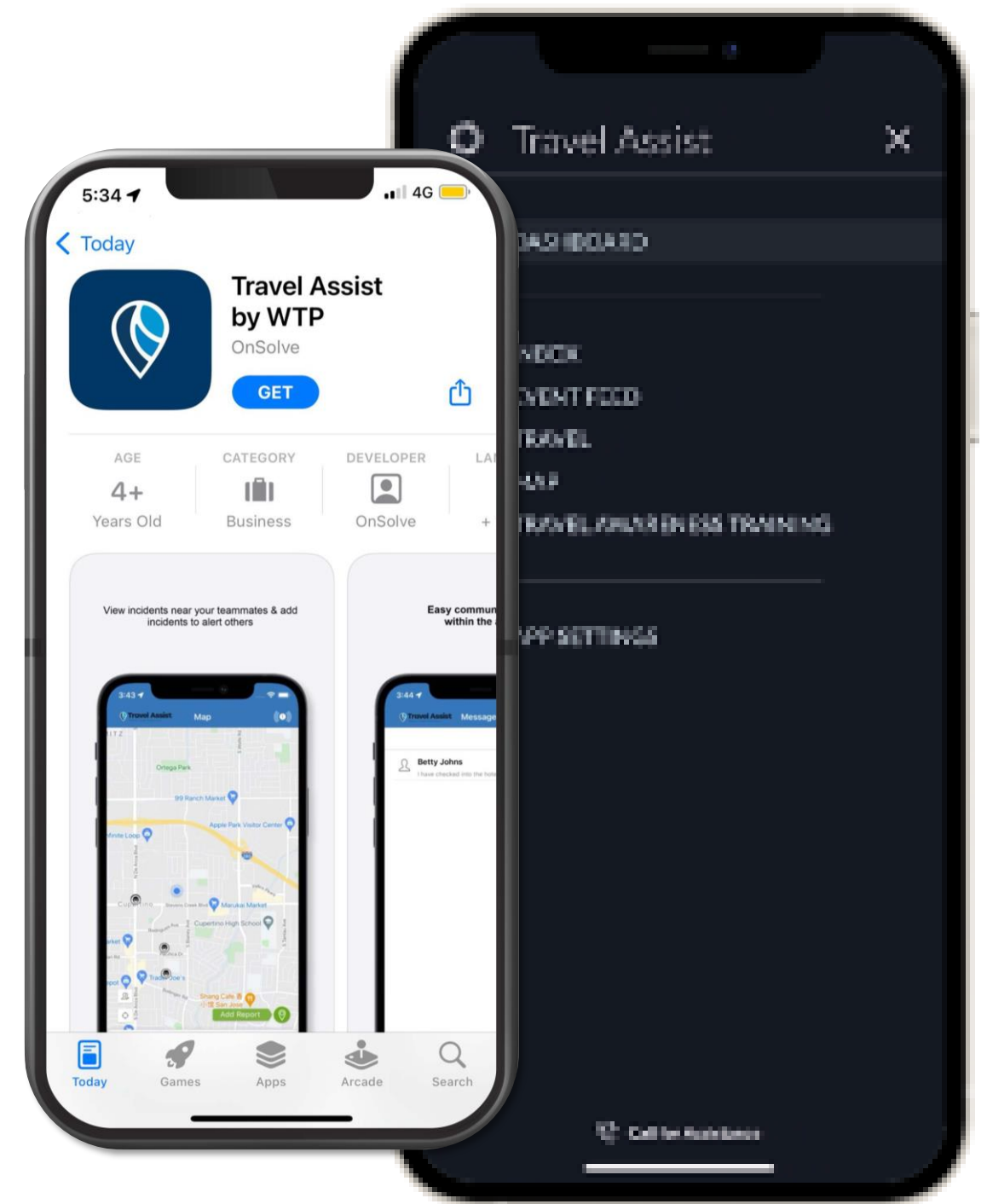


CALL TO SPEAK TO AN EXPERT BEFORE YOUR TRIP AT
+1 647-258-7176

Add itinerary via email

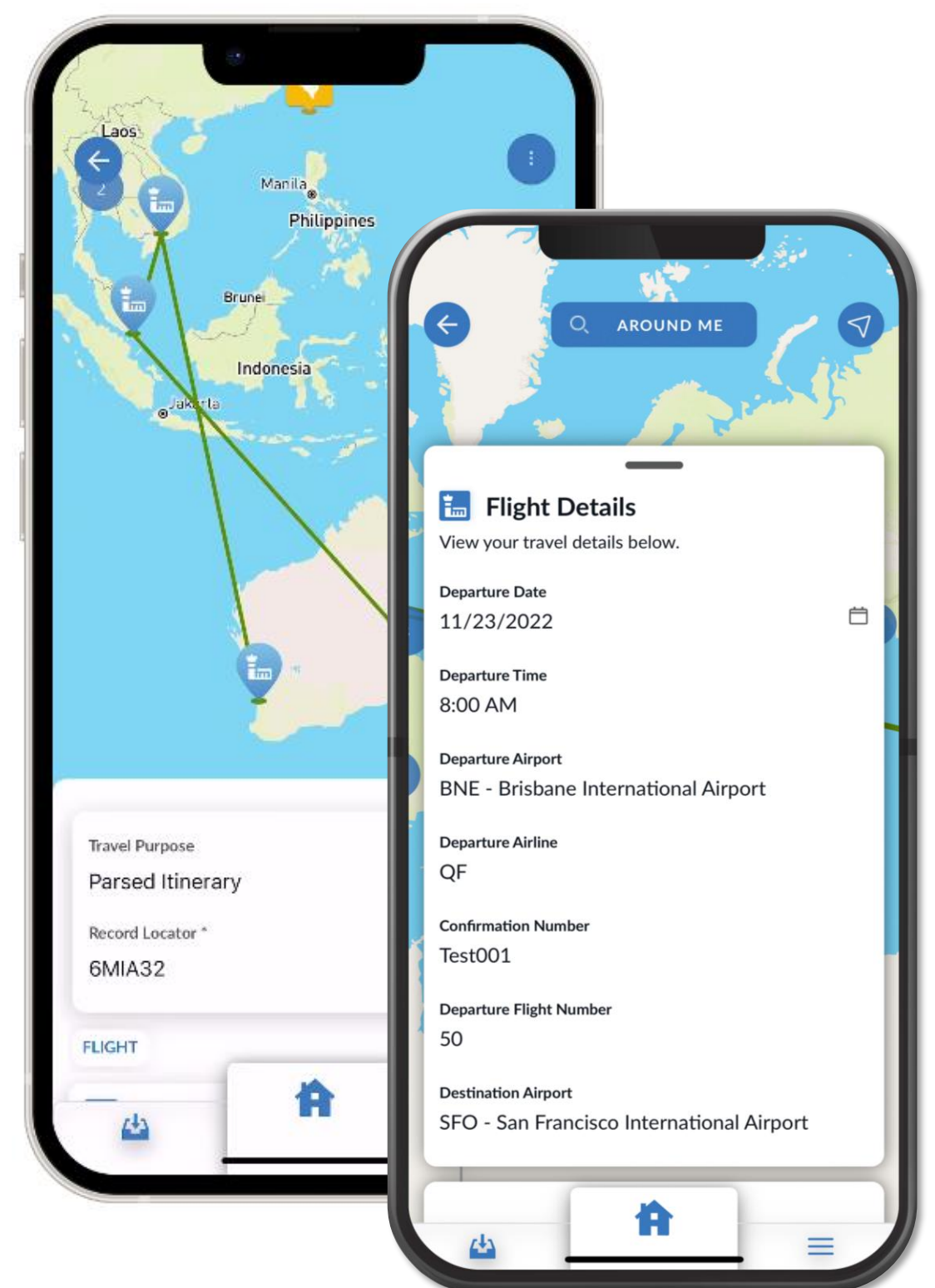
Add your trip:

1. Ensure your profile is registered with 'Travel Assist'.
2. From your registered email address, send a copy of your confirmed itinerary (attachment or body of email) to mytrip@worldtravelprotection.com
3. Expect a confirmation email your itinerary has been received.
4. Once itinerary is created to your account you will receive a success confirmation email.
5. Trip is now visible in App and User portal.



Trip unable to be processed, check the following troubleshooting tips.

1. Trip information is missing from the email.
2. Unable to read the email or PDF provided.
3. We were not able to recognise the provider the trip was booked through.
4. Your email address was not registered or unable to be processed.

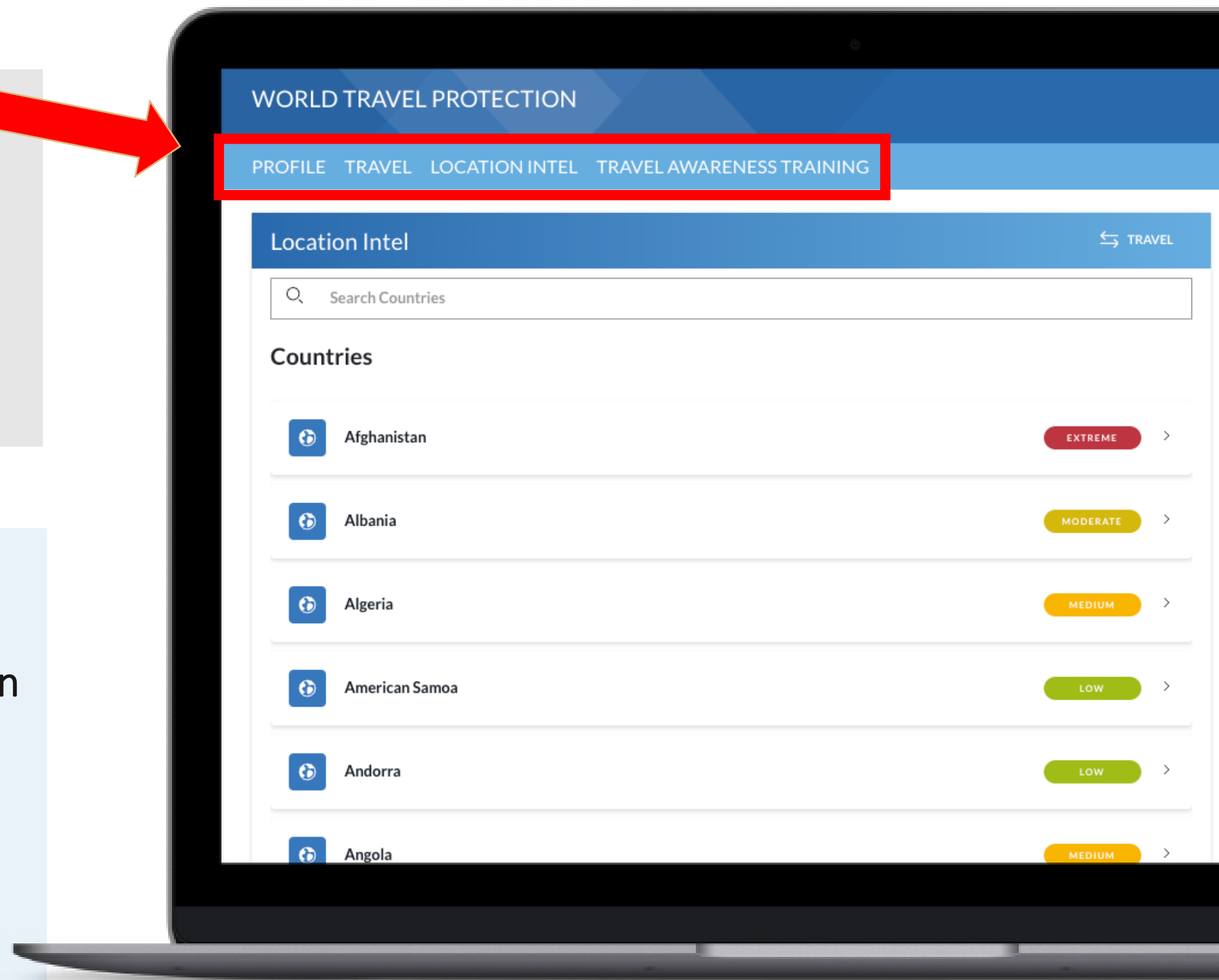


If you're unsure what caused the problem, then please contact your company administrator for assistance or email travelassist@worldtravelprotection.com

All users need to register on the Travel Assist mobile app first prior to accessing the Traveler Portal. Then you can simply **‘Sign-In to your Account’** with the same username and password.

Traveller Portal login / Registration

1. Navigate to: <https://portal.travelassist.worldtravelprotection.com/RobinsandMorton>
2. Register as a new user or enter your username that you set up during your app registration
 - App registration steps detailed on following page
3. Enter your Password



Home tab

- This is where you update your profile
- Update preferred language & Time Zone
- Enter any mandatory fields
- Provide additional contact information
 - Additional email addresses
 - Mobile numbers

Location Intel tab

- Search / Select a country
- View detailed analysis of country intelligence by key risk categories
- View latest Alerts
- Access City intel (where available) by country
- Review full detailed Covid-19 reports
- Download comprehensive report

Travel tab

- View upcoming trips (registered with WTP)
- View historic trips (past 30 days)
- Edit a trip
- Add additional travel information to a trip
- Create a new trip/itinerary

Travel Awareness Training

- Access video guides to understand risks when traveling.
- Videos cover pre-trip, on-trip, LGBTQI+ and female travellers.

Technical Troubleshooting

travelassist@worldtravelprotection.com

TRAVEL SUPPORT FAQ

When and why would I contact WTP when I already have medical insurance coverage?

WTP works in conjunction with your medical insurance. WTP is here to help provide you with assistance with any security or medical concerns you might have:

- If your passport or wallet are lost or stolen, we are here to help guide you on what to do.
- If you feel sick or need medical attention, WTP will help you find the nearest medical facility or arrange for a Telehealth appointment
- If you are in an accident or your travel plans are affected by a disaster, WTP will arrange evacuation to safety

What should I do if the app isn't working?

Contact our support team at travelassist@worldtravelprotection.com

How can I avoid long-distance costs when calling WTP internationally?

Confirm with your mobile carrier if they offer international calling/data plans – Most carriers offer affordable plans just for the duration of your trip.

You can always call us and ask us to immediately call you back at the hotel, hospital or chosen number.

Why would I allow you to track my location using the Travel Assist App? The last thing I want is anyone knowing everywhere I go.

The location sharing feature is designed to provide you with relevant, local travel alerts – not to track your every move.

In the event of a local weather emergency or political disruption, the app will notify WTP and your travel manager that you are in near proximity and may need assistance.

You control how precise the location sharing is.

- You can opt to only share your location when the app is in use.
- We recommend continual geo-locating during your trip so you don't have to remember to re-engage the app and potentially miss an alert.
- You have the option to share your precise location or instead utilize the **masking feature**, which only indicates your location with within 3 miles of your actual position. Masking is a common option as it eliminates privacy concerns while still ensuring you are receiving the necessary alerts and ensures you can be located should an incident or emergency occur and WTP or your employer are attempting to contact you and assist.



QUICK TIP:

The Travel Assist App is a great resource even when not traveling. You can keep updated on current events by reviewing country intelligence and global events.