

Global Emergency Assistance During the COVID-19 Pandemic

Global Travel Plus has adapted its global emergency service offering to provide support to customers who remain away from home during the ongoing COVID-19 pandemic.

Information, Advice & Resources

DEDICATED COVID-19 WEBPAGE

Global Travel Plus has implemented a dedicated COVID-19 landing page, available on our website and Mobile App. From health and prevention tips to best practices videos, latest news, and a map of COVID-19 testing sites in the U.S., the page is intended to be a go-to resource to learn more about the virus.

24/7 OPERATIONS CENTERS

Our 24/7 Operations Center continues to fully support the needs of our customers. Our Tap for Help feature on our Mobile App connects you directly with one of our assistance coordinators.

Global Emergency Assistance



TESTING SITE REFERRALS

Global Travel Plus' Operations Center is staffed by trained, multilingual assistance personnel who can locate testing facilities near your location. Access to testing facilities will vary by location, provider and assessment of symptoms, pre-existing conditions and exposure to the virus.



MEDICAL MONITORING

If you have COVID-19, Global Travel Plus will monitor your medical condition through the quarantine process and liaise with your health insurance.



PRESCRIPTION ASSISTANCE

If you are running out of medication, Global Travel Plus can help refill the prescription by contacting your doctor and sourcing the prescription at a pharmacy near your location.



RETURN OF MORTAL REMAINS

If a customer passes away while away from home, we will provide guidance to the family and arrange and pay for the required documents, remains preparation and transport to bring the remains to a funeral home near the customer's place of residence. Our assistance coordinators are trained to follow the requirements and instructions set forth by local authorities and the CDC. Transportation time may vary depending on current COVID-19 travel restrictions and bans.

Stranded Traveler Assistance



If a customer becomes stranded while traveling due to COVID-19 travel restrictions, our experienced travel assistance coordinators will help them make travel arrangements to return home, when legally permissible.