



Concierge Travel Assistance Services

Types of assistance included with Travel Insured plans

Non-insurance emergency assistance services

- Medical or Legal Assistance
- Tele-health Assistance
- Lost Baggage Retrieval
- Prescription Drug / Eyeglass Replacement
- ID / Credit Recovery Assistance
- Passport Replacement / Visa Information

Go See It All! We'll look out for everything else

24/7 TRAVELER SUPPORT NON-INSURANCE SERVICES

1-800-494-9907 (Toll-Free US/Canada)

1-603-328-1707

Trip planning Concierge Services

Concierge Services

- Pre-trip Assistance
- Meet and Greet Service
- Local Guides and Tours
- Tee Time and Restaurant Reservations
- Access to Ticket Service for Events

Business Concierge Services

- Assistance Locating Services such as Express delivery, Print/Copy
- Arrangements for Telephone/Web Conferencing
- Worldwide Business Directory for Equipment Repair/Replace
- Emergency Travel Arrangements



Blue Ribbon Bags(BRB)*

Value Added Service included on all new plans



Value added non-insurance services

- **Lost luggage retrieval service**
- **Tracks and expedites the recovery of delayed baggage**
- **Covers every flight, on every airline, everywhere in the world**

Travel Safe and Worry Free

24/7 TRAVELER SUPPORT NON-INSURANCE SERVICES

To report your missing baggage via online submission:

<https://tii.blueribbonbags.com>

To contact BRB by phone: 888-BAGGAGE(888-224-4243)

How it works when airline baggage doesn't arrive at end-point

- Traveler files Mishandled Baggage Report(MBR) with airline tracking reference number.
- Traveler clicks BRB online submission link in TII's travel protection plan document or calls BRB providing MBR reference number.
- Traveler gets real time push notifications if there is any change to status of delayed baggage; tracking bag life cycle to end-point via email, or SMS text.