



Travel EYE for Chubb

www.acetravelassistance.net new look

CHUBB®



Emergency Medical and Travel Assistance services while traveling – anytime, anywhere

In addition to the insurance protection provided by your insurance plan, Chubb Accident & Health has arranged with AXA, our Assistance Provider to provide you with access to its travel assistance services around the world.

TRAVEL INTELLIGENCE PORTAL



This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

BROCHURES & DOWNLOADS



View our brochures and other useful documents.

IN THE EVENT OF AN EMERGENCY



Open 24/7, 365 days a year


Within the USA: 1-855-327-1414

Outside the USA: 1-630-694-9764

Travel EYE

What happens when a user clicks “Log in here”

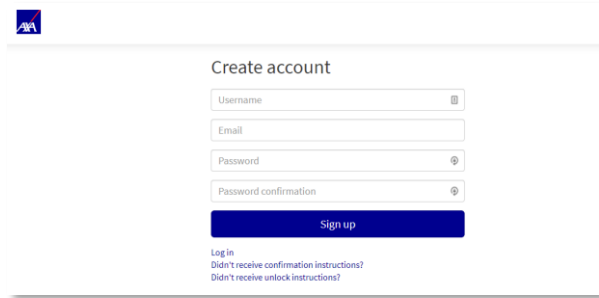
TRAVEL INTELLIGENCE PORTAL



This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

***Please note: Our portal provider is changing June 1, 2020. Click below to learn more and register for your new account.**

[Click Here](#)



Create account

Username

Email

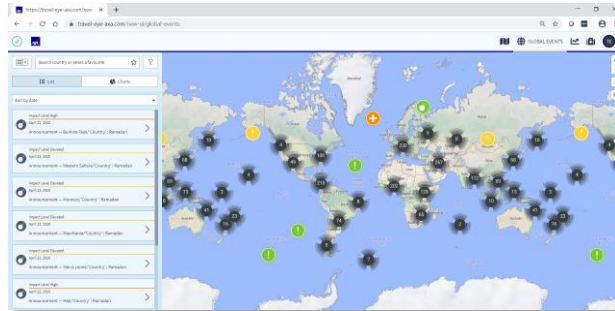
Password

Password confirmation

[Sign up](#)

[Log in](#)
Didn't receive confirmation instructions?
Didn't receive unlock instructions?

New users will get this page to create their Travel EYE account





Once they create their account, they will be taken directly to the site.


Alert to inform customers to create their Travel EYE account


Site Orientation


5 Pages

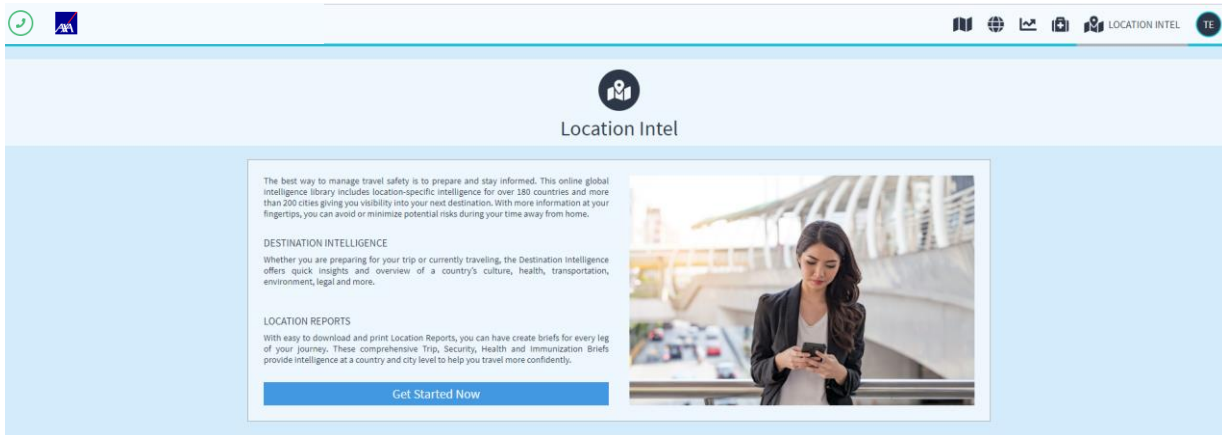
 LOCATION INTEL

 MEDICAL NETWORK

 COUNTRY RISKS

 GLOBAL EVENTS

 RISK MAP



The screenshot shows the 'Location Intel' website interface. At the top, there is a navigation bar with a search icon, a logo, and several utility icons including a globe, a bar chart, a calendar, and a location pin. The main header features a 'Location Intel' title with a location pin icon. Below this, there is a large introductory text block on the left and a photograph of a woman looking at her smartphone on the right. The text block contains the following sections:

The best way to manage travel safety is to prepare and stay informed. This online global intelligence library includes location-specific intelligence for over 180 countries and more than 200 cities giving you visibility into your next destination. With more information at your fingertips, you can avoid or minimize potential risks during your time away from home.

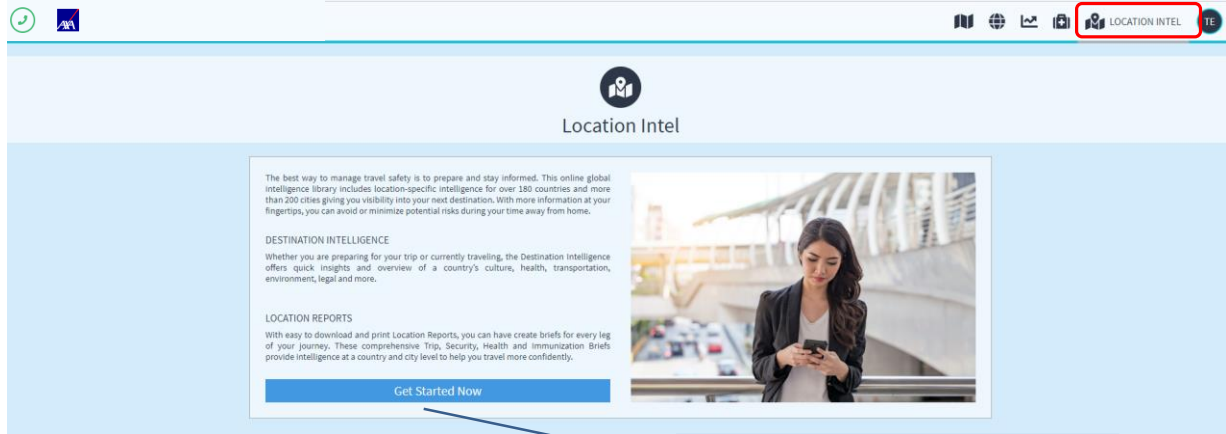
DESTINATION INTELLIGENCE
Whether you are preparing for your trip or currently traveling, the Destination Intelligence offers quick insights and overview of a country's culture, health, transportation, environment, legal and more.

LOCATION REPORTS
With easy to download and print Location Reports, you can have create briefs for every leg of your journey. These comprehensive Trip, Security, Health and Immunization Briefs provide intelligence at a country and city level to help you travel more confidently.

[Get Started Now](#)

Location Intel Page

Customized for Chubb



The screenshot shows a web browser interface. In the top right corner, a red box highlights the 'LOCATION INTEL' menu item. The main content area features a header with a person icon and the text 'Location Intel'. Below this, there is a large blue box containing text and a photograph of a woman looking at her phone. The text includes a general introduction, sections for 'DESTINATION INTELLIGENCE' and 'LOCATION REPORTS', and a 'Get Started Now' button at the bottom.

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[Get Started Now](#)

Click on link to go to
WorldCue

WorldCue Page

Launches in a new browser page

https://travel-eye-axa.com/new- x Worldcue Planner x +

← → ↻ 🏠 🔒 planner.worldcue.com/portal/auth/portal/planner?username=ACEAHClients ☆ 🔍 🌐 ⋮

This site uses cookies to enhance your user experience. If you continue browsing the site, you are consenting to our use of cookies. Please read our [COOKIE POLICY](#) for more information. X

WORLDCUE® PLANNER WorldAware®

Welcome Location Intel Global Travel Tips Tools Help Terms of Use | Privacy Policy



Welcome

Welcome to Worldcue® PLANNER

Know-Before-You-Go Travel Intelligence®

Quick Tips for Getting Started

- ▶ Click the **Location Intel** tab to begin your search
- ▶ Choose a location or airport code
- ▶ Click **Go**



WorldAware®

Medical Network Page

The screenshot displays the AXA Medical Network search interface. The browser address bar shows the URL <https://travel-eye-axa.com/new-ui/medical-network>. The search bar contains the text "eiffel tower". Below the search bar, a dropdown menu lists search results: "Eiffel Tower, Paris, France" and "Eiffel Tower Lane, Paris, TN, USA". The interface includes several filter options: "10 km", "Medical Category", "Medical Specialty", and "Provider Name". A world map is displayed on the right side of the page. In the top right corner of the page, a button labeled "MEDICAL NETWORK" is highlighted with a red box.

- ➔ Access to AXA's international medical network
- ➔ Ability to search by medical category , specialty or provider name
- ➔ Search by city or landmark (park , university, building)
- ➔ Contact information for provider

Medical Network Page

The screenshot displays the AXA Medical Network Page for Paris, France. The page features a map of Paris with 20 numbered markers indicating hospital locations. On the left, a list of hospitals is displayed, with the top one, 'CENTRE CHIRURGICAL MARIE LANNELONGUE', highlighted in blue. On the right, a detailed information panel for this hospital is shown, including its location, coordinates, spoken languages, website, and medical specialties.

1 CENTRE CHIRURGICAL MARIE LANNELONGUE Preferred

Hospital (8 km away)

133 Avenue de la Résistance 92350 Le Plessis-Robinson Essonne FRANCE

+33140942800

Location

Coordinates 48.7842, 2.27356

Spoken Languages English, French

Website <http://www.ccm.lfr/>

Home Consultation No

Medical Specialties Cardiac Surgery, Cardiovascular Surgery, Thoracic Surgery, Vascular Surgery

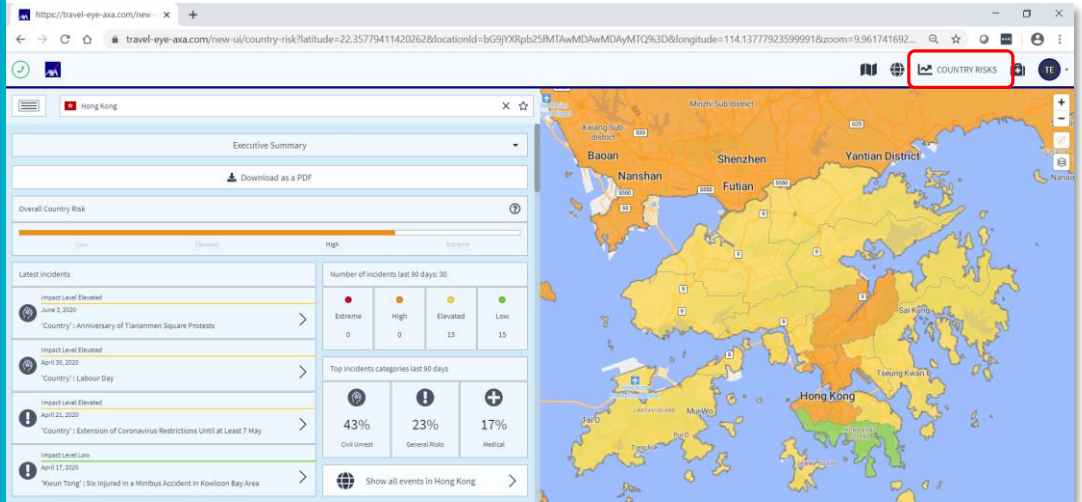
- ➔ Provider referrals are arranged in order of preferred providers first.
- ➔ Preferred providers are providers that meet Western standards of care and have accepted AXA's Guarantee of Payment.

Country Risks Page

Provide country specific risks for a selected location

Country Risk Content

- Executive Summary
- Security Risk Overview
- Medical Risk overview
 - Recent outbreaks
 - Vaccine-preventable diseases
 - Non vaccine-preventable diseases
- Risk trends
- Comparative analysis
- Advisories
- Specific areas of the country are color coded by the severity of the risk



Country Risks Page

Downloaded Country Report



COUNTRY INFORMATION

23. April 2020
HONG KONG



EMERGENCY CONTACT
+16306164536
complex@axa-assistance.us

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HONG KONG — Medical Risk Overview 5

Medical Risk Overview

Country Medical Risk ELEVATED

The following section provides a quick overview about the countries medical risk level as well as about key diseases.

Recent Outbreaks

- +

2. March 2020 | Medical ELEVATED

'Country': The Number of Confirmed Coronavirus Cases Increases to Over 100 Infected People and 2 Deaths
- +

6. February 2020 | Medical ELEVATED

'Country': The Number of Confirmed Coronavirus Cases Increases to 21 Infected People and 1 Death
- +

5. February 2020 | Medical LOW

'Maritime': Cruise Ship Quarantined at Port of Hong Kong due to Coronavirus Outbreak
- +

30. January 2020 | Medical ELEVATED

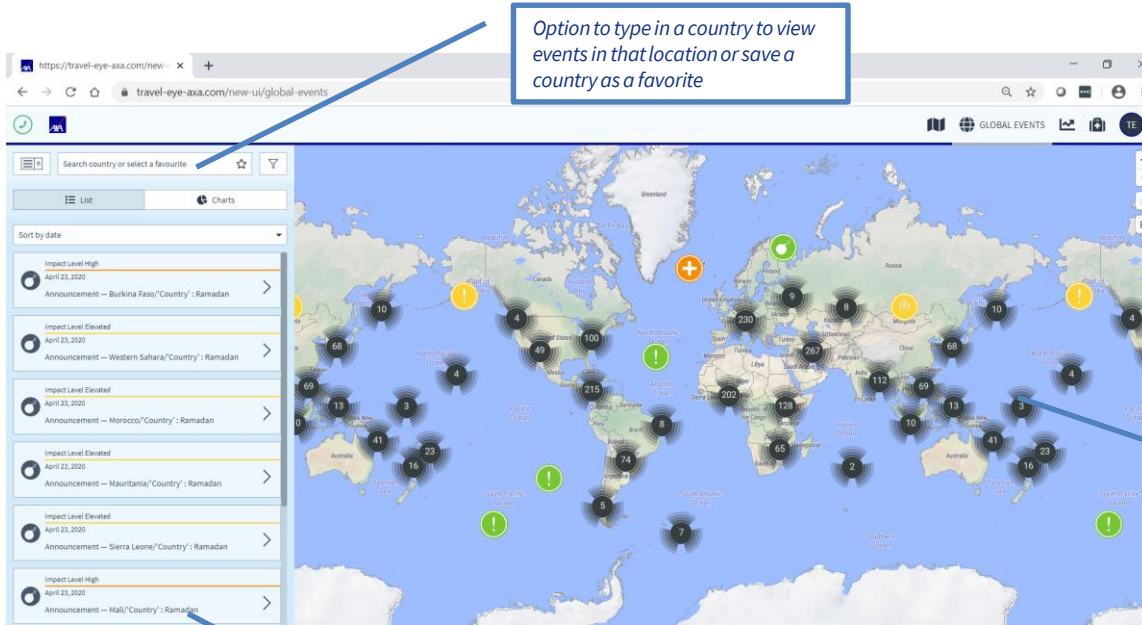
'Country': The Number of Confirmed Coronavirus Cases Increases to 10 Infected People

Vaccine-Preventable Diseases

LOW	ELEVATED	HIGH
Rabies	Hepatitis A	Hepatitis B
Japanese Encephalitis	Typhoid Fever	

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Global Events



Option to type in a country to view events in that location or save a country as a favorite

Latest Informational Alerts

Numbers in black circles summarize the number of events for the region. As you zoom in, you will see the detail by country and the type of risk.

Global Events

Event Info

Events provides:

- *Events sorted by date or impact*
- *Key information on the event*
- *Top references for additional information on the event*
- *Advisories available to help minimize risk to individuals*

The screenshot displays the Global Events interface. At the top, there is a search bar with the text "Search country or select a favourite" and icons for a menu, star, and filter. Below the search bar are two tabs: "List" (selected) and "Charts". A "Sort by date" dropdown menu is visible. The main content area shows a list of events, each with an impact level, date, and title. A blue arrow points from the first event in the list to its detailed view on the right.

Event List:

- Impact Level Elevated
March 24, 2020
India/'Country': Nationwide Lockdown Announced From March 25 due to Coronavirus Crisis
- Impact Level Elevated
March 24, 2020
India/'West Bengal': Statewide Curfew Until 31 March
- Impact Level Elevated
March 24, 2020
Pakistan/'Country': Suspension of all Train Operations Until 31 March due to the Coronavirus Crisis
- Impact Level Low
March 24, 2020
Mozambique/'Tete': 64 Bodies of Illegal Immigrants Discovered in a Lorry in Moatize District

Event Detail View:

- 'Country': Nationwide Lockdown Announced From March 25 due to Coronavirus Crisis
- India
March 24, 2020 2:30 PM +00:00
- Event Location
- Coordinates: 28.6172, 77.2082
- Top References
 - Coronavirus latest: India announces complete lockdown
 - India's Prime Minister Decrees Lockdown of 1.3 Billion People for 21 Days
- Event Information
 - Impact score: Elevated
 - Category: Governance – Curfew
 - Event ID: 18425075

Global Events

Country Favorites and Push Alerts

- ➔ Travel EYE allows users to select location favorites and customize the frequency and type of push alerts that they will get.

The screenshot displays the 'Favourites' configuration page in the Travel EYE application. The page is divided into two main sections: a settings panel on the left and a map on the right.

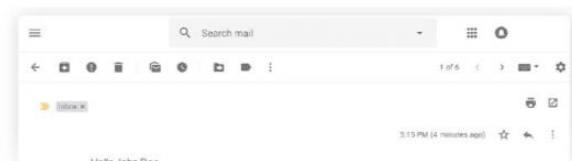
Settings Panel:

- Favourite Name:** A text input field containing 'Hong Kong'.
- Event-based alert:** A toggle switch is turned on. Below it, a slider indicates the minimum impact level for alerts, set to 'High'.
- Alert digest:** A toggle switch is turned on. Below it, a slider indicates the minimum impact level for alerts, set to 'High'.
- Frequency:** A dropdown menu is set to 'Every Monday'. Below it, a time input field is set to '00:00'.
- Footnote:** A small text note states: 'Time and date are interpreted in your local time zone. Visit your profile to change your time zone preference.'

Map: A map of Hong Kong is shown on the right, with a green location pin icon placed over the island.

Global Events

Country Favorites and Push Alerts



Hello John Doe,

Summary ●-----● A significant incident of the category Blockade occurred in Mexico City. As of yet there are no reports of casualties. Security Information Mexico

Event details ●-----● **Incident:** Mexico City - Protesting Lorry Drivers Block Roads in Area of Plaza de la Constitución
Location: Mexico/Mexico City
Coordinates: 30.6968, 21.3085 (View on Google Maps)
Country Risk Level: High
Date of Incident: December 21, 2019 12:00 CET
Incident Impact Level: High
Category: General Risks
Subcategory: Rail Accident
Event ID: 15393881

News sources ●-----● To learn more about the incident, please follow the media links:
• [Transportistas vuelven a bloquear en la CDMX](#)





In case of a further security deterioration with potential impact on your staff and business, Travel Eye will provide you with an update alert. If you wish to unsubscribe, please click [here](#) to enter AXA Travel Eye and change your alert settings.

Note on Pre Travel requirements ●-----● **Pre Travel requirements**
All AXA employees who travel on business must complete the AXA Travel Risk Awareness Training online course in YES Learning. In order to start your training: [Click here](#).
To Log into your Travel Eye Account [Click here](#).

Note on emergency assistance ●-----● **Need Assistance?**
In case you need assistance to handle the emergency, please contact the AXA Emergency Hotline at +1234567890.
Your well-being is our highest goal. We aim to support you with accurate and fast incident monitoring on a global basis as well as global risk profiles. Should you have any feedback, concerns or requests, contact us by e-mail at xyz@axa-assistance.com.

Global Events

Risk Types and Ratings

Risk Rating	Definition
 Extreme	<p>An extreme overall risk is present if the security situation of a country is on the verge of collapse or has already succumbed to disintegration. Such a situation can be the result of an imminent (civil) war or an already ongoing armed conflict. Equally, frequent high-impact security incidents, such as terrorist attacks, can result in an extreme risk rating. Due to the highly volatile security situation, international travellers and expatriates are exposed to significant threats.</p>
 High	<p>A high overall risk pertains to countries with a generally unstable security situation. As a result of regular high-impact security incidents, international travellers and expatriates are partly exposed to considerable threats. A combination of two or more of these scenarios usually results in a high risk rating: regular terrorist attacks, regular occurrence of armed clashes in particular parts of the country, a high crime rate, widespread demonstrations with a considerable potential for violence, etc.</p>
 Elevated	<p>An elevated overall risk level is attributed to countries with a largely stable security situation. Although security incidents such as protests, demonstrations and/or violent crimes can take place occasionally, international travellers and expatriates are only rarely exposed to significant security threats.</p>
 Low	<p>The security situation in countries with a low risk level is stable. There are no or only isolated security incidents; these have limited or no impact on international travellers and expatriates. Among such incidents are, for example, petty crime and sporadic, peaceful demonstrations.</p>



General Risk



Governance Risk



Civil Unrest Risk



Medical Risk



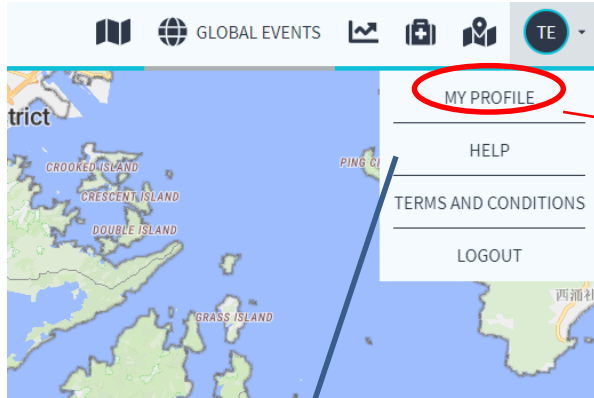
Crime Risk



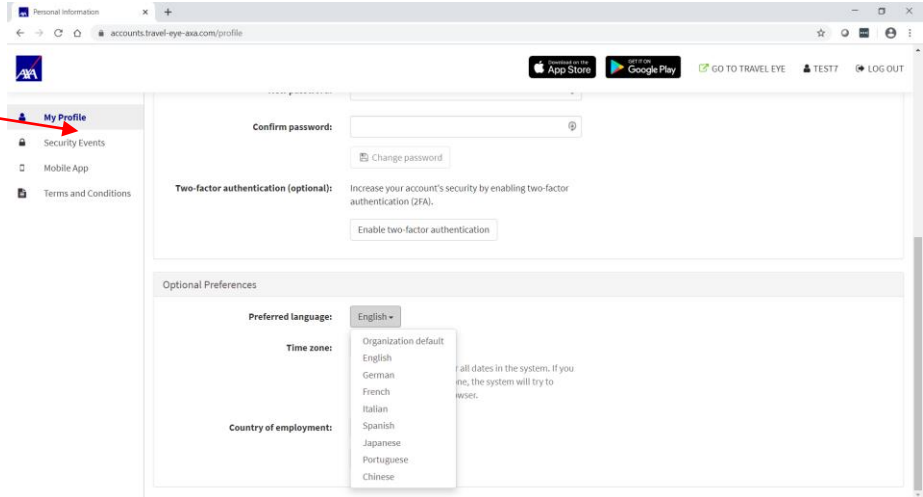
Terrorism / Armed Conflict

My Profile

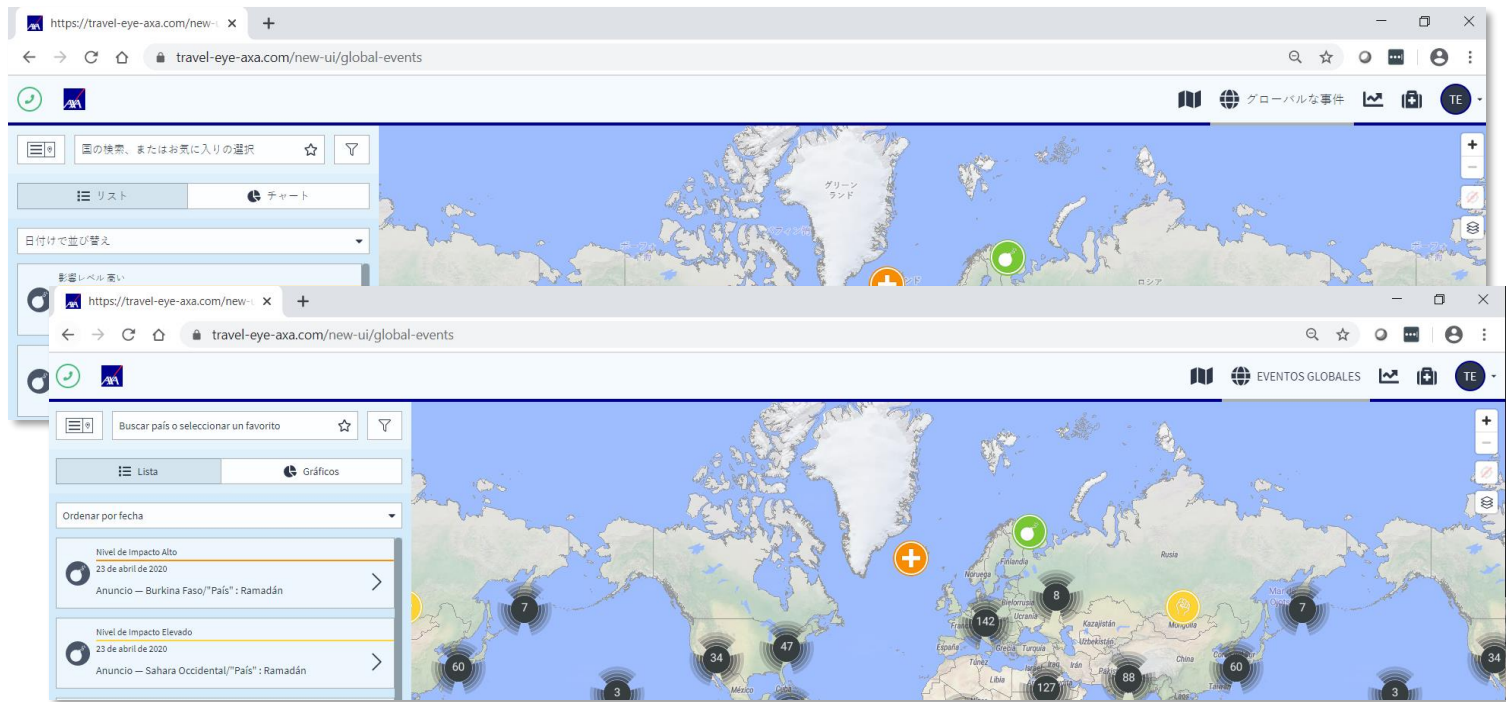
Ability to change your password or preferred language



Online User Guide



Multiple Languages supported





Mobile App

Mobile App

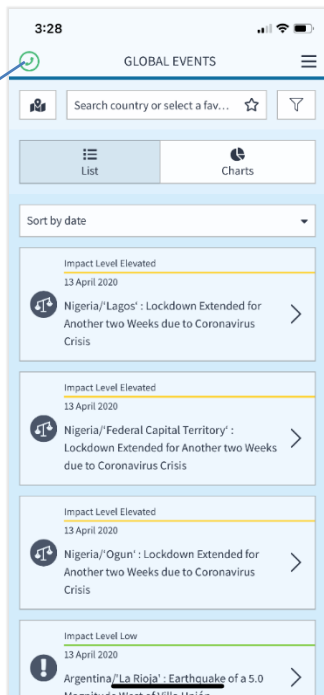
Available in iTunes and Google Play Store



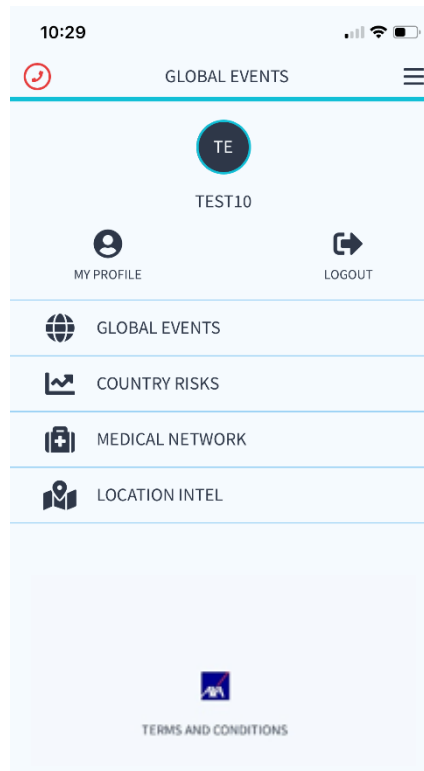
Search for “Travel EYE by
AXA Partners”

Mobile App

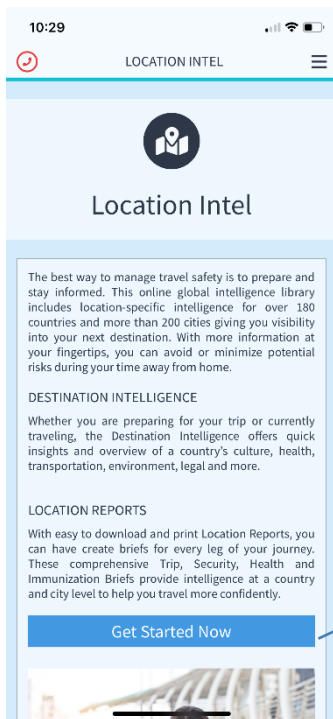
Call to AXA USA
Emergency
Center



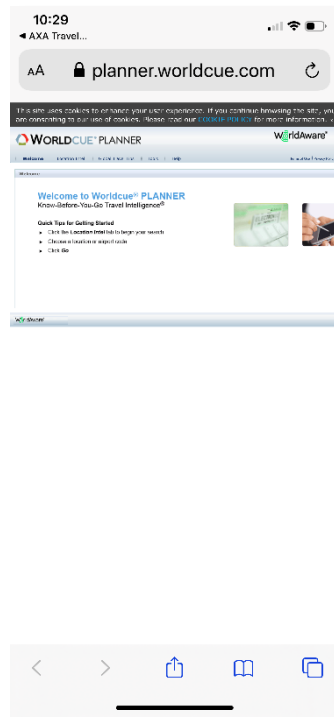
Menu
Options



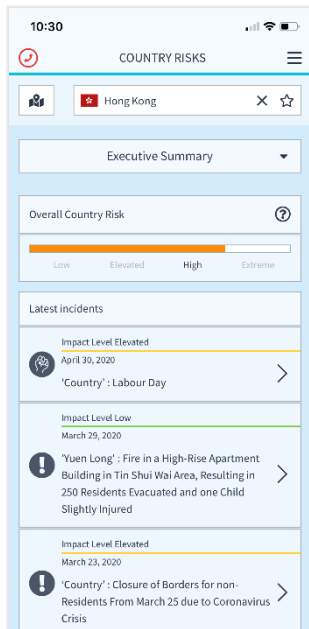
Location Intel



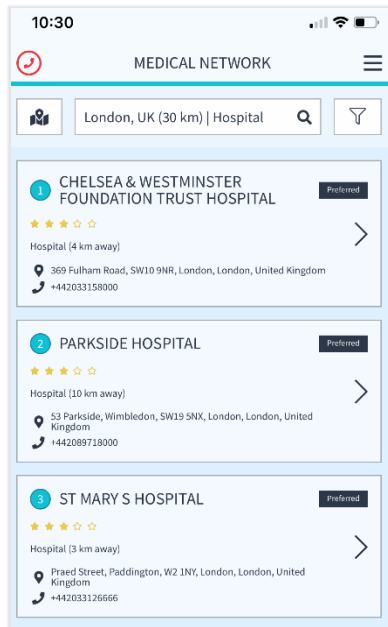
Click on Get Started Now to launch WorldCue Page



Country Risks & Medical Network

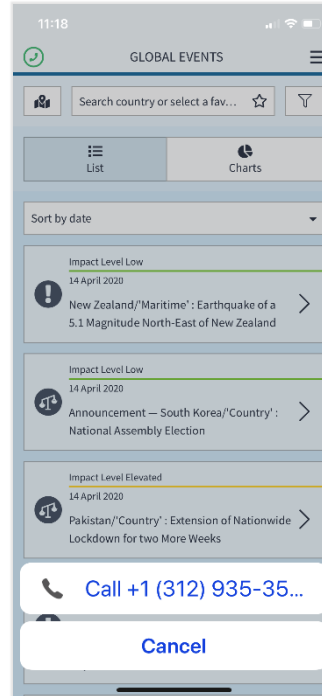
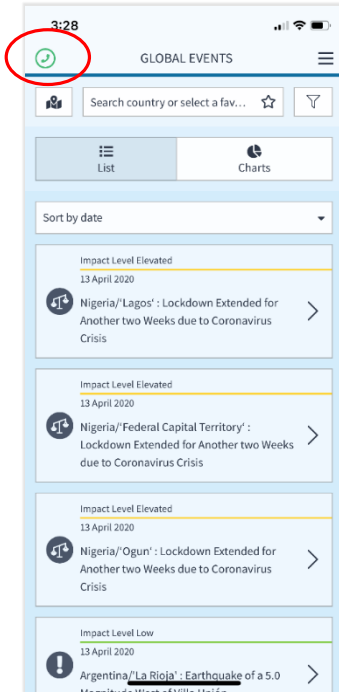


Country Risks



Medical Network

Emergency Call Button





Registration Process

Account Registration Process

AXA Language

Create account

Username

Email

Password

Password confirmation

Sign up

[Log in](#)
Didn't receive confirmation instructions?
Didn't receive unlock instructions?

travel-eye-axa.com/en/login

AXA

Your email address has been successfully confirmed.

AXA - Log in

accounts.travel-eye-axa.com/en/login

A message with a confirmation link has been sent to your email address. Please follow the link to activate your account.

Log in

E-mail or username

Password

Remember me

Log in

[Forgot your password?](#)
Didn't receive confirmation instructions?
Didn't receive unlock instructions?

Fwd: Confirmation of your AXA Travel Eye Account

File Message Tell me what you want to do...

Reply Reply All Invoice sent To Manager Team Email

Delete Forward Respond Quick Steps Move Move Tags Editing Zoom Send to OneNote

LEICESTER Sharon

Confirmation of your AXA Travel Eye Account

From: Travel Eye <no-reply@info.travel-eye-axa.com>
Date: April 13, 2020 at 3:43:42 PM CDT
To: ;
Subject: Confirmation of your AXA Travel Eye Account
Reply-To: Travel Eye <no-reply@info.travel-eye-axa.com>

Hi Jane Doe,

Thank you for registering your account in AXA Travel Eye

Please confirm your email through the link below:
[Confirm my account](#)

To Log into your Travel EYE Account [Click here](#).

Need Assistance?

If you require emergency travel assistance, please contact AXA Assistance at [+13129353542](tel:+13129353542).

Log in

Password

Remember me

Log in

[Forgot your password?](#)
[Didn't receive confirmation instructions?](#)
[Didn't receive unlock instructions?](#)

Mobile App Activation

After creating your account, download the mobile app and activate it

