Member’s Guide to

Travel Risk
Intelligence Portal (TRIP)

Travel Assistance Portal Powered by
Gardaworld/Crisis24 and Europ Assistance
TABLE OF CONTENTS

Introduction to Travel Risk Intelligence Portal (TRIP) ........................................................................ 03
How to Register ................................................................................................................................. 04
Mobile-App ..................................................................................................................................... 06
Frequently Asked Questions ............................................................................................................ 07
Welcome to your Travel Assistance Portal
Chubb North America – Accident and Health Travel Risk Intelligence Portal (TRIP), powered by Crisis24 and Europ Assistance on behalf of Chubb

Overview
TRIP is a mobility risk management platform that identifies and reports security incidents worldwide 24/7 and provides users with over 200 country and city risk profiles. Moreover, the platform includes various risk layers and medical providers globally.

Key Features
- Health, medical, safety and security events per location
- Country and city risk ratings/profiles
- News and real-time security alerts
- General travel tips
- Traveler’s fact sheet and tips
- Emergency hotlines
- Find a provider

Three Easy Steps

Step 1 - Register
First time user registration

Step 2 – Download app
Download app after registering

Step 3 - Explore
Prepare your trips or find a provider near you in TRIP

Link to Website
To access the portal, go to: ChubbTravelAssistance.com

Questions
If you require more information, please contact your HR or Europ Assistance

Attention
Europ Assistance launched enhanced portal (TRIP) in June, 2020. When accessing ChubbTravelAssistance.com, it first directs to Chubb’s transition page that includes introductory and instructional details of the new Travel Assistance Portal before being redirected to TRIP.
How to Register and Setup Account

1. Access Travel Assistance Portal

   Access the main Chubb Travel Assistance page at [ChubbTravelAssistance.com](http://ChubbTravelAssistance.com).

   Chubb Travel Assistance page provides you with Travel Portal information and link access to additional TRIP resources (e.g. Features at a Glance, FAQ, etc.)

   Click on the “TRIP” button to begin exploring EA’s Travel Risk Intelligence Portal (TRIP). This will direct you to Travel Portal at [travelsecurity.garda.com/welcome](http://travelsecurity.garda.com/welcome).

2. Registration for First Time User

   Registration is required for all first time users by first visiting the desktop version of the Travel Portal.

   a. Click one the “Sign Up” button
   b. Enter your Email Address and click ‘Validate’
   c. You’ll receive an e-mail from Gardaworld to verify your e-mail address. Click on the ‘Verify your Email’ button to confirm and validate the e-mail address is yours.
3. **Create Account**

You will be asked to create an account by using the Registration Form and entering in the following:

- First and Last Name
- E-mail Address
- Password
- Contract Number*
  
  *Refer to your ID card for Company Name and Contract Number that gives you access to TRIP*

4. **Registration Confirmation E-mail**

You will receive an ‘Account Approved’ email after completing the registration form.

- Click on the provided link ‘TravelSecurity.Garda.com’ and proceed to sign in to your new TRIP!
- **Note:** If you do not receive an e-mail from Gardaworld within 48 hours, please contact Europ Assistance and check your spam/junk folders, too!

5. **Sign In Portal**

Congratulations! You officially are registered to TRIP. You will be taken to the portal after completing your registration and confirming approved account.

Log in using the e-mail and password you created.
6. **Edit My Profile**

You can edit your profile which includes:

- Your personal information
- Company Name and Contract Number *(This is your access code to TRIP)*
- A variety of language options
- Customize with additional fields

7. **Customize My Subscription**

Before your travel, set up your My Subscription to receive alerts of your host-country. These subscription can be customized based on:

- Alert Severity
- Categories
- Frequency of alerts

Alerts can be received via e-mail or via the push notification in mobile-app.
8. Download Mobile App

After you create your account via the desktop version, you may download the ‘GardaWorld Travel Security’ mobile-app from the Google Play and Apple iOS app store and log in using your registered email and password.

9. Explore TRIP

You officially completed your registration! Go back to the desktop version or the mobile-app and start exploring the portal to plan for your travel abroad!

10. More Help or Questions about Services?

Call your HR or Europ Assistance for questions regarding Travel Assistance Services.

For technical support, reach out to support.travelsecurity@garda.com.
Frequently Asked Questions (FAQ)

1. **What is the Chubb Travel Assistance Portal?**

Chubb’s Travel Assistance Portal, [Travel Risk Intelligence Portal (TRIP)](http://www.chubbtravelassistance.com), managed by Europ Assistance and Crisis24 features information and tools to support travelers before and during their trips abroad. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Mitigation tips and consulate contacts
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- News and real-time security alerts
- General travel tips

A variety of tools have also been integrated within the portal to minimize inconvenience during trips and support travelers in an emergency. These include:

- Drug translator which can be used to find the foreign equivalent of a US drug
- Medical terms translator to facilitate communicating with medical personnel in foreign locations
- Medical provider search to look up hospitals and doctors in a given locale
- International calling code search and obtain the code to dial from one country to another
- Emergency number look up for finding the foreign equivalent of 911

2. **How do I get access to the site?**

Visit the page [ChubbTravelAssistance.com](http://www.chubbtravelassistance.com) and register if you are a first time user. Click on the “Sign Up Now” link in the gray box on the right. This will take you to a registration page where you can register using the Company Name and Contract Number provided in your TAS ID card. Once registered, an automated e-mail will be sent to the e-mail you used to register. Please confirm your registration by clicking on the link provided within the communication. From there, you may access the site at any time using the login and password you established during the initial registration.

3. **Why do I get transferred to TravelSecurity.Garda.com?**

Chubb Travel Assistance Portal is connected to our provider’s TRIP portal, powered by Gardaworld/Crisis24. We created a landing page for you to have TRIP instructions and resources before getting transferred to the Visit the page [ChubbTravelAssistance.com](http://www.chubbtravelassistance.com).
4. **What is the purpose of the 'Company Name' and 'Contract Number'?**

The Company Name and Contract Number are used to manage access and provide reporting. Each unique Company Name and Contract Number allows for controlling the access to the unique Company Name and Contract Number (e.g. deactivating the site) as well as the ability to report on the users within that unique Company Name and Contract Number. Both are only required once upon initial registration.

5. **What are the benefits of individual user registration?**

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience through personalized content (e.g. My Subscriptions).

6. **What is the Find a Medical Provider tool?**

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) both internationally and within the US. This information is acquired from an international database, which currently supplies nearly 4,000 provider records and a US database, which offers details on about 98,000 facilities and 750,000 physicians. Users can look up coordinates for a provider of choice as well as directions. They can also submit ratings and review providers from whom they have received services.

On the left side of the menu page, click on the ‘Travel Advisory’ menu and click the **‘Medical Network’** to begin searching for a medical provider near you.

7. **What is a Country Briefing tool?**

Country Briefing tool gives you access to all the travel advisory recommendations relevant to the country selected ranking risks from 1 to 5 for each country.

The following information can be found:

- Country Intelligence per Category (Security, Environmental, Infrastructural, Political, Medical)
- Travel facts, Risk Advice, Medical Advice, Important Contact Information
- Alerts relevant to the country selected
8. **What is a Factsheet?**

TRIP has extensive travel tips and resources under the feature, Factsheet. You can find more information pertaining to specific topics such as: Airline Regulations, Dengue Fever, Pre-Travel Checklist, Safety Tips for Travelers and more!

9. **What languages are available in TRIP?**

On the right corner of the screen, click on the ‘EN’ button next to ‘Garda.com’ button. A drop down selection will appear, so you can change the language to the following languages:

1. English  
2. Dutch  
3. Spanish  
4. French  
5. Italian  
6. Chinese  
7. Portugese

10. **Do you have an app? Where can I get access to the app?**

Yes, TRIP is available in desktop and mobile-app! Download the GardaWorld Travel Security App directly from the Apple Store or Google Play Store. The App will allow you to access:

- Check the 24/7 alerts for the latest developments
- Read every Country Briefing
- Refer to Factsheets including assault and theft, vaccination calendar, information security and more
- Update your « My Profile » details
- Use our Medical Advisory Tools.

11. **How do I get access to the app?**

To use the app, you should have a registered for an account on the desktop version for TRIP. After you create your new account in the webportal, download the GardaWorld Travel Security mobile app from the App Store or Google Play.

12. **What should I do if I have feedback?**

If you have technical issues to share, please email support.travelsecurity@garda.com. We will look into the matter and get back to you should you request follow up communication.