

guard.me COVID 19 Assistance Line and Health Tips

The well-being of our Insureds is our number one priority. **guard.me International Insurance** will continue to follow this situation and will endeavour to provide timely updates as it evolves.

Who do I call if I have a problem?

guard.me International Insurance is pleased to announce the establishment of a new special line to assist our Insureds internationally with concerns surrounding COVID 19:

guard.me COVID 19 Crisis Assistance Line

USA: +1-619-717-8549 (collect call)

Quote: Special Students CRC assistance 200227GRDME

The **guard.me COVID 19 Crisis Assistance Line** will support you with:

- triage
- advice based on each travel circumstance
- conducting wellness checks locally
- coordinating insurance benefits
- If required, the crisis assistant will make arrangements for/coordinate evacuation and execute transport

How do I stay healthy?

- Wash hands with soap and water, especially before preparing, handling, serving or eating food.
- If you cannot wash your hands with soap and water, use hand sanitizer.
- Avoid touching your face, mouth, nose and eyes.
- Practice proper cough and sneeze etiquette. Cover your mouth and nose with your elbow.
- Dispose of tissues then wash your hands with soap and water or use hand sanitizer afterwards.

What do I do if I get sick?

- Self-monitor for symptoms. If your symptoms are mild, follow your usual routine for managing a cold or flu:
 - Drink plenty of fluids
 - Rest
 - If needed, take over the counter pain/fever or cold/flu medication
- Stay home if you are unwell. Avoid contact with others.
- If fever and respiratory symptoms such as cough, shortness of breath and/or difficulty breathing develop, call ahead to a doctor, clinic or hospital - they will determine if you need to be seen in person, and if you need to be tested for COVID-19. Follow their instructions.

If I get sick, is it covered?

guard.me Insureds already on a trip are covered for new and emergent conditions. This includes COVID 19. All benefits will be assessed and processed as per your policy terms and conditions. Haven't left yet? Check our website regularly for updates on travel to eligible countries.