



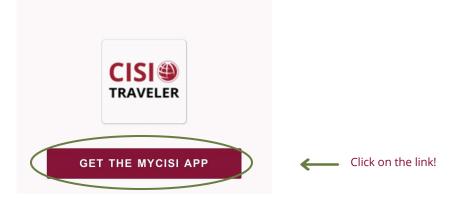
This document provides an overview of the 'myCISI Traveler' mobile app functionalities. This <u>FREE</u> app is for all participants.

Your CISI coverage includes a comprehensive online Portal of tools and information. By downloading the myCISI Traveler app, you can access the same features:

- Documents Email/view your travel insurance documents or download for offline viewing later
- Locate a Provider Search medical providers worldwide
- Medical Emergency Information Get Team Assist's contact information
- Personal Security Assistance Access security-specific information (if this benefit is provided in your policy)
- Claim help Get information on filing claims and opening cases
- Check-in Let your program and CISI know you are safe when unforeseen events occur
- Travel Destination Information Get embassy contact details and country-specific details and information, travel alerts and warnings
- Contact Us All contact information in one place (for CISI claims as well as links to Team Assist)
- Itinerary Add and edit travel plans on-the-go to ensure you can be located in the event of an emergency

To Get Started...

1. If you received a welcome email from CISI upon enrollment in the insurance (subject line: "CISI Insurance Materials"), you can simply click the "<u>Get myCISI appl</u>" link in the email and follow the prompts to download:



2. If you didn't receive the enrollment email or can't locate it, simply click on the below "Google Play" or "App Store" icons to download:

Android Phones



If the icon link isn't working:

- ▶ Go to Google Play
- Search Cultural Insurance Services International or myCISI

<u>iPhones</u>



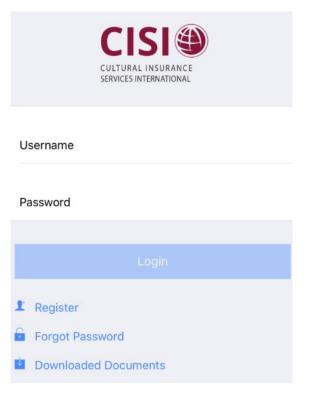
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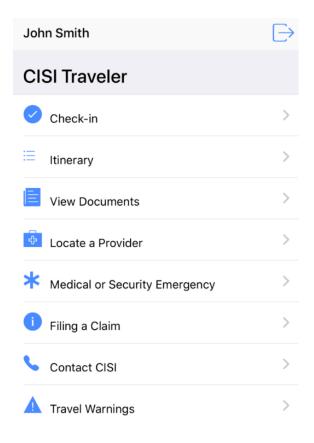
3. After downloading, use your myCISI login information you already created via the full website <u>OR</u> register via the app by selecting 'Register' under the blue 'Login' button and follow the prompts.*

\rightarrow	ſ	Register
		Forgot Password
	U	Downloaded Documents

*If registering through the app doesn't work, try registering through the full website. If you continue to have problems, please contact <u>enrollments@mycisi.com</u> or call 203-399-5509



4. After logging in, you will have access to an easy-to-read home screen and simple-to-navigate menu options:



- **Check-in** Let your program and CISI know you are safe when unforeseen events occur
- **Itinerary** Add and edit travel plans on-the-go to ensure you can be located in the event of an emergency
- View Documents Email/view your travel insurance documents or download for offline viewing later
- Locate a Provider Search medical providers worldwide
- Medical or Security Emergency Get Team Assist's contact information (and access the Personal Security Assistance site, if this benefit is provided by your policy)
- Filing a Claim Get information on what to do in the event of a minor or major illness or accident, how-to file a claim, and information on how to open a case with Team Assist if needed
- **Contact CISI** All contact information in one place (for CISI claims as well as links to Team Assist)
- **Travel Warnings** Get embassy contact details and country-specific details and information

for assistance.

Save your Insurance Documents to your Phone

You can view or email your insurance documents (ID Card, Consulate Letter and/or Claim Form) from the myCISI Traveler app or download these documents for later access and viewing.

Click on **'View Documents'** on your home screen, and select 'Download All*' *To avoid data usage charges when dowloading, we strongly advise you to use a WIFI connection

John Smith	\rightarrow	Back Documents	
CISI Traveler		Documents	>
Check-in	>	Policy # 18 777777	
i Itinerary	>	Coverage Period Nov 1, 2018 - May 1, 2019	
View Documents	>	ID Card View your ID card	>
Locate a Provider	>	Consulate Letter	
* Medical or Security Emergency	>	Download pdf	>
i Filing a Claim	>	Claim Form Download pdf	>
Scontact CISI	>		
🔥 Travel Warnings	>	→ Download All	Send to Email

You can also send them to your email

How to Access your Documents Offline

Downloading your documents as instructed above will ensure that they can be accessed regardless of whether or not you are connected to a network. To access them offline after downloading them, click on **'Downloaded Documents'** on the Log in screen.

	K Back Downloads
SERVICES INTERNATIONAL	ID Card cis_participant_id_card_
Username	Consulate Letter
Password	cis_consulate_letter_
Login	Claim Form policy_claim_form_
Login Register	
Forgot Password Downloaded Documents	

Search for Providers On-the-Go

You can search for providers from your mobile phone using the myCISI Traveler app.

IMPORTANT NOTE REGARDING DATA: You do not need to have your location on while using the app, thus ensuring less data usage. Pulling up local doctors, hospitals, etc. are all done by search, and not through GPS services

Simply follow the steps below after clicking on 'Locate a Provider':

Step 1

Click on 'International' and enter in the Country or scroll down and select.

K Back	Provider	Location	
	In the USA	International	
Q Country	y name		
Antigua ar	nd Barbuda		>
Argentina			>
Armenia			>
Australia			>
Austria			>
Bahamas			>
Bahrain			>
Barbados			>

Step 2

Narrow the search by clicking on the filter icon **Y**.

< Back	Providers	(🔻
Lydney and Dis	trict Hospital	•
Lydney Hospita Lydney	1	¢.
Standish Hospi Stonehouse	tal	
Aberaeron Cott Prince's Street, A	-	¢
Aberdare Gene Aberdare	ral Hospital	¢
Aberdeen Mate Cornhill Road, Ab		¢

John Smith

<u>Step 3</u>

Scroll down, select City, and press 'Search'.

< Back	Providers	1
	tory Care and Diagnostics Centre	•
Athlone	House	
Hampst	Search by City	٩
Atkins	Lincolnshire	
31 Cops	Liverpool	
BMI Ci	London	
17 St. H	-	
Bolingl	Louth	
Bolingb	Lowestoft	
Centra	Ludlow	
Acton L	Cancel Search	
Charing	Cross Hospital	

A full list of Providers will appear:

	Kerk Back Pro	viders	T	
	Ambulatory Care and E Acton Lane, London	Diagnostics Centre	C	Slick on the phone icon, to call
	Athlone House Hampstead Lane, London		C	i Click on the information icon:
	Atkinson Morley Hospi 31 Copse Hill, London	tal	× .	Close
Address —	BMI City Medical 17 St. Helen's Place 4th Fl	oor, London	C	Atkinson Morley Hospital Location
	Bolingbroke Hospital Bolingbroke Grove, Londor	n 🚺	× .	31 Copse Hill, London Greater Londo
	Central Middlesex Hos Acton Lane, London	pital	ς.	Type of facility Hospital
	Charing Cross Hospita Fulham Palace Road, Lond		C	💮 🖂 💡 Website Email Maj

Cultural Insurance Services International (CISI) 1 High Ridge Park, Stamford, CT 06905 www.culturalinsurance.com

Have question(s)? E-mail CISI at enrollments@mycisi.com

Call

Use the Mobile 'Itinerary' Feature

CISI can more accurately pinpoint your location during emergencies when the 'Itinerary' section of the myCISI Participant Portal or myCISI Traveler app is utilized. For this reason, we highly encourage all participants to use this feature. See the below information/screenshots to access this feature from the myCISI Traveler app:

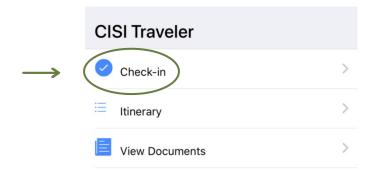
	John Smith	\vdash	
	CISI Traveler		
	Check-in	>	
\rightarrow (E Itinerary	>	
	View Documents	>	
<u>Step 1</u>			<u>Step 2</u>
Click on + to add your ltinerary			ur information and ss 'Save Itinerary'
Back Itinerary	+	Cancel	Add Itinerary
dd a trip to your itinerary by tapping the	add icon	The coverage p Nov 1, 2018 - N	period for this itinerary is: Jay 1, 2019
		City	City Name
		Country	Select A County 👻
		From Date	Month/Day/Year
		To Date	Month/Day/Year
		Mobile #	Mobile Telephone Number
		Email	Email Address
		Note	Note
			Save Itinerary
(Repeat t	he steps until you have e	entered in your fu	

Once saved, your itinerary will appear in this section:	< Back Itinerary +
	✤ Trip to COPENHAGEN
	Insured JOHN SMITH
	Policy 18 777777
	Travel dates Nov 3, 2018 to Nov 12, 2018
	Contact number 212-555-1234
	Contact email JOHNSMITH@EXAMPLE.COM
	🗹 Edit 🗍 Delete

PLEASE NOTE: If any date changes or destinations need to be added or removed, you can edit your Itinerary at any point.

'Are You Safe?' Mobile Check-in

When the unexpected happens, you can check in to let your program and CISI know you are safe via the portal or myCISI Traveler app. The app makes it easy to check in – just click **'Check-in'** from your home screen*:



Once checked in, your program can pull an emergency roster through the myCISI sponsor portal where they can then view participant check-in times and locations. If you need immediate assistance, you will be directed to contact our 24/7 assistance team, Team Assist.

Please Note: You do not have to 'Check-in' if nothing has occurred. You will only want to check-in when you want to notify your program and us that you are safe or need help if there is a natural disaster, terrorist attack, or other security-related incident.

*Alerts will not be automatically sent to your phone after you check in. Your program will work on a communication plan with CISI for contacting participants after an incident occurs.

**If your policy does not include Security Evacuation coverage, CISI and Team Assist are still available to help get you to safety. Please be advised that insureds will be responsible for any costs incurred for such services.

4:23	···· ? ■
K Back	Check-in
	status. Let us know your location and message with any details.
City	
Current Cour	itry 🔻
Note	
e Help	Safe