



CISI INTERNATIONAL INSURANCE FAQs YOUR BENTLEY POLICY NUMBER: GLM N04965140

Where is my wallet card and consulate letter?

Once you are enrolled, you will receive an email from CISI Enrollments, with the subject line 'CISI Materials'. Attach to this email you will find the following:

- ID Card
- Consulate Letter (to obtain your visa, if necessary)
- Brochure
- Claim Form
- Link to create a log in to our participant portal
- Information regarding our myCISI Student App.

What are the benefits of my CISI insurance plan?

CISI's plan has zero deductible and should be used as your primary insurance while abroad. The CISI plan covers medical expenses for illnesses, accidents, and emergencies, and provides a 24 hour emergency assistance service. It also provides emergency medical evacuation and security evacuation, among other benefits. Refer to the CISI coverage brochure for full details.

How can I find a doctor or specialist in my overseas destination?

Whether you have a pre-existing condition or a new injury or illness develops, CISI's emergency assistance service can help you with medical referrals in your area. The assistance provider is AXA Assistance. **Contact AXA ASSISTANCE** at +1.312.935.1703 from outside the US (collect calls accepted) or email MEDASSIST-USA@AXA-ASSISTANCE.US

What should I do if I have an accident, illness, or emergency?

In an emergency, seek professional attention immediately. As soon as it is safe to do so, contact **AXA ASSISTANCE** to open a case. Anyone can open a case on your behalf (a friend, a Bentley staff member, etc.) if you cannot do so. Provide your name, policy number, and all relevant details including hospital name and contact information.

How are my medical expenses paid for?

To avoid having to make out of pocket payments **contact AXA ASSISTANCE** to "open a case". Contact AXA in advance of care or as soon as possible upon admission to a hospital. AXA Assistance stands ready to assist you and can arrange for CISI to pay medical providers directly. If you pay out of pocket for services, save receipts and submit a claim to CISI for reimbursement.

What other services does AXA ASSISTANCE provide?

In addition to medical support, other services include personal, travel, and security assistance such as lost document assistance, emergency travel arrangements, emergency message transmission, and emergency referral to a lawyer, translator or interpreter.

I misplaced my medical ID card. What should I do?

If you have the myCISI Student App, you will find your card and information in the palm-of-your-hand. You can also reprint it from your welcome email; or sign into your myCISI portal and access it there. Another option is to dial (800) 303-8120 or email claimhelp@mycisi.com or enrollments@mycisi.com we can easily email you with a new ID card within a few minutes.

ONLINE RESOURCES

Go to mycisi.com to create your log-in using your name and birthdate. Have your policy number (located on your card) handy.

Once enrolled, you can log in 24/7 to myCISI to:

- Check insurance coverage dates
- Download/replace personalized:
 - ID cards
 - Consulate letter
 - Certificate of insurance
- Purchase additional insurance coverage in case you plan to be abroad for longer than the duration of your program
- Gain access to helpful links and resources tailored to your program(s):
 - Links to U.S. Embassies
 - Consular information sheets
 - Country profiles
 - CDC health and vaccination information
 - English-speaking doctors by country
 - U.S. State Department travel warnings
 - Safety and travel tips
 - Emergency contact information



Download the myCISI Mobile App and have instant access to many of the features above!

