“myCISI” Participant Portal: On-line Tools and Support for The City University of New York (Policy GLM N04965310) Insureds

Your CISI coverage includes, at no additional cost, a comprehensive on-line Portal of tools and information as well as access to 24/7 medical, personal, travel and security support. Through this customized site you can:

- View/print/email your ID card, coverage brochure, consulate letter and claim form
- Purchase an extra month of insurance for a period of personal travel
- View/update your online account profile information
- Obtain contact information for emergencies and benefit/claim questions
- Search for hospitals and clinics overseas

You can also find valuable travel-related information, such as:

- Contact information for English-speaking doctors overseas
- Short-term travel alerts and travel warnings issued by the U.S. Department of State
- Country-specific information and profiles for every country of the world
- Links to overseas U.S. Embassy web sites
- Health and vaccination recommendations compiled by the Center for Disease Control (CDC)

This document was designed as a helpful summary or overview to the myCISI Participant Portal's main functionalities.

Creating an Account and Logging In:

1) The myCISI Participant Portal is accessible via Cultural Insurance Services International’s (CISI) homepage: http://www.culturalinsurance.com/.

2) While on the CISI homepage, click on the green button in the upper right corner that reads, “Login to myCISI”.

3) On this new screen, to the right of the green “login” button, go to/click on the sentence that reads, “Please click here to create an account.”

4) Fill-in your: First Name, Last Name and Birth Date and then click on the “Create an account/Reset password” button.

5) Enter the e-mail address where you would like the temporary password sent and click on “Send Password to this e-mail”.

6) Go and check this e-mail address for your myCISI Username and temporary (case sensitive) Password.

7) After retrieving your Username and Password, go back to the page you were last on and click on “Login” or go to the green “Login to myCISI” button from the CISI homepage. Next, select “I am a(n) Insured” and enter your Username and temporary (case sensitive) Password then click on “Log In”.

Have a question? E-mail CISI at enrollments@culturalinsurance.com.
8) You are logged in now and will be asked to change your password before going further (passwords need to be at least 8 characters long).

9) After clicking on “Change Password”, you are brought to the “Welcome to myCISI Portal” or “Home” screen (see just below) where the following screens of information are available via left-margin buttons and text links:

“My Profile” Screen

The participant portal “My Profile” screen allows you to update your personal profile (change your password; add/change your phone #’s, e-mail addresses and home/overseas mailing addresses). Help us to serve you better by keeping your contact information up-to-date. This information is especially important in the event of an unforeseen emergency or when submitting claims.

“My Documents” Screen

The participant portal “My Documents” screen allows you to view, print and/or e-mail the following personalized documents:

- ID Card
- Consulate Letter
- Policy Brochure
- Claim Form
- All of the above

“Extend Coverage” Screen

The participant portal “Extend Coverage” screen allows you to purchase additional insurance directly through CISI for a period of personal travel (up to one month) outside the dates of your overseas program. Please note that this plan is
separate and different from the group study abroad plan and provides coverage for new covered accidents/sicknesses and medical evacuation/repatriation within the new period of coverage while outside the U.S. A detailed brochure describing the coverages, limits and exclusions is available through a link on this “Extend Coverage” screen.

“US Provider Search” Screen

The participant portal “U.S. Provider Search” screen allows you to search for a Healthcare Facility within the U.S. – i.e. acute care hospital, urgent care center, laboratory, etc. or a Healthcare Practitioner within the U.S. – i.e. chiropractor, primary care physician, mental health physician, gynecologist, etc. The City University of New York plan primarily covers you while overseas, but it also provides coverage in the Home Country (up to 30 days or $5,000) if you are home on a break (within your CISI coverage dates) and need medical attention (if not covered by another insurance company).

If you need a medical referral (i.e. a doctor, clinic, hospital, pharmacy or medical facility) while outside of the U.S., you may use our “International Provider Search” screen and/or contact Team Assist our 24/7 Assistance Provider at the following phone and/or e-mail:

Ph: (877) 577-9504 (calling toll-free from within the US)
   (240) 330-1520 (calling from outside of the US, collect calls accepted)

Email: OPS@EUROPASSISTANCE-USA.COM

“International Provider Search” Screen

The participant portal “International Provider Search” screen allows you to search for overseas hospitals and clinics 24/7 by country, city and facility type. The results include address and telephone number.

“Emergency Contact Information” Screen

The participant portal “Emergency Contact Information” screen provides you with convenient one-stop access to CISI’s contact information for benefit and claim questions and also that of Team Assist our 24/7 Emergency Assistance Provider.

“Personal Security Assistance” Screen

The participant portal “Personal Security Assistance” screen provides you with access to a security assistance website where a wealth of up-to-the-moment security and safety related tools and information are available. The security intelligence is powered by iJET Intelligent Risk Systems. Additionally, you may reach Team Assist for security related concerns 24/7 via the following phone and e-mail information, which is also found on your CISI ID card and coverage brochure:

Ph: (877) 577-9504 (calling toll-free from within the US)
   (240) 330-1520 (calling from outside of the US, collect calls accepted)

Email: OPS@EUROPASSISTANCE-USA.COM

Upon entering the participant portal “Personal Security Assistance” screen, click on your policy number.

This brings you to the Team Assist Plan website designed by CISI in conjunction with Europ Assistance and iJET Travel Intelligence, Inc. © 2009 (iJET) to provide travelers with worldwide, 24/7/365 emergency telephone and internet assistance services. The Team Assist Plan supplements the insurance benefits provided by ACE American Insurance Company. As a CISI insured, you have 24/7 access to the Team Assist Plan Medical, Personal, Travel, and Security assistance services as detailed on this “Welcome” tab and in the documents and information found on this website.

The navigation of this website is via tabs along the top (i.e. see just below...“Welcome”, “Services”, “Program”, “Links” and “Sign Out”). You are currently at the “Welcome” tab and to follow are descriptions of the information and functionality available via the other four tabs.
The “Services” tab provides access to the following functionalities:

1. **Up to the minute global travel alerts** covering the top 8 most recent worldwide events involving political instability, civil unrest, disease outbreaks, crime patterns and terrorism news around the world. These are provided and updated daily by iJET. Click on **Up to the Minute Global Travel Alerts** then click on the underlined wording to access full details of a particular alert. Additionally, within the alert, you may click on any underlined wording for additional information on that specific topic of concern.

2. **Real time country-specific trip briefs** for intended travel destinations, including any safety and security issues for that city, region or country, helpful security tips, plus any security precautions that should be adopted to avoid those risks are provided and updated by iJET. Click on **Real Time Country-Specific Trip Briefs**, then, select the region, country and city of interest from the drop down boxes. Next, click on the “Trip Brief”, “Health”, “Immunization” and/or “Security” buttons depending on the information needed. “Trip Briefs” give a good overview of a particular country including health, immunization and security information/advice. If additional detail is needed simply click on one of the other three buttons to obtain detailed, health, immunization and security briefings, which are updated frequently.

3. **Global (country-specific) health information** including trip preparation advice and recommended medical facilities around the world are provided and updated by Europ Assistance. This is a third source of health information in addition to what iJET offers through its Health and Immunization Briefs (just mentioned above) and what is available by calling or e-mailing Team Assist.

4. **U.S. State Department Travel Warnings** and information are provided at this link and are updated every 48 hours. Travel Warnings are issued when the State Department recommends that Americans avoid a certain country.

5. **Drug Translation Tool** Brand name medications are often sold under different names in different countries. This tool will help you find the foreign equivalent of a US brand name or generic drug, should you need to obtain the drug while you are traveling. It provides the equivalent name for more than 7,000 brand name and generic prescription and over-
the-counter drugs in 114 countries. It is provided through a partnership with Lexi-Comp, an industry-leading provider of
drug information and clinical content for the healthcare industry.

The “Program” tab provides access to the following documents:

- **Summary of Assistance Services** – a detailed description of the services available from our assistance providers.

- **How to Access Assistance Services** – includes an ID card and other important contact information.

- **Europ Assistance Service Capabilities Brochure** – a descriptive brochure to keep with your important travel
documents.

- **About Our Providers** – a brief description of the emergency medical, personal, travel and security assistance
providers working with ACE.

- **Passport Stickers** – designed for printing on Avery Label 5160 to attach to your passport and other travel items.

The “Links” tab provides one-stop access to helpful travel and study abroad related links.

When you are done visiting this Personal Security Assistance website simply close the window you are in rather than
clicking on the “Sign Out” tab. By closing the window you will then be back at the myCISI Participant Portal.

“Resources and Links” Screens

The participant portal “Resources and Links” screens allows you to have convenient one-stop access to U.S. Embassy
website information, consular information sheets, country profiles, CDC health and vaccination information, English-
speaking doctor listings, State Department Travel Warnings/Alerts and other useful resources, links and tools to assist
you in preparation for your overseas program. The following “Resources and Links” screens are currently available:

- Contact information for English-speaking doctors overseas
- Short-term travel alerts and travel warnings issued by the U.S. Department of State
- Country-specific information and profiles for every country of the world
- Links to overseas U.S. Embassy web sites
- Country profile information compiled by the U.S. Department of State
- Health and vaccination recommendations compiled by the Center for Disease Control (CDC)

“Sign Out” Screen

To logout of the myCISI Participant Portal just click on the left margin “Sign Out” button.

Thank you for taking the time to get acquainted with this customized portal of health and safety tools and resources designed for The
City University of New York by Cultural Insurance Services International (CISI).