

INTRODUCING TRIDENT GLOBAL ASSISTANCE



Empire Life will have a new travel emergency assistance provider, Trident Global Assistance, starting **May 1, 2022**

We're excited to announce that we're moving our travel emergency assistance program to Trident Global Assistance effective May 1, 2022. With over 75 years of combined expertise in the travel assistance field, the Trident Global Assistance team has the operational know-how and expertise to serve plan members well, should they have a travel emergency and need assistance.

What's changing?

Some of the information on the benefit card is changing:

New travel emergency
assistance provider

Trident Global Assistance

New phone number

1 855 537-1722

(US and Canada)

416 814-7605

(International collect call)

ABC Company
Your first name/Last name

Benefit Information Policy: **12345**
Division: **123** Certificate: **123456789**
Dental Carrier ID: **000033**

Travel Emergency Assistance Program
Trident Global Assistance
US/CAN: **1 855 537-1722** Int'l collect: **416 814-7605**

Drug Coverage
Carrier ID: **90** Drug Group: **123456**
Member ID: **12345678910**

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Life**™

Does this affect travel coverage?

There is no change to our travel emergency assistance program. We are simply moving to a new service provider, Trident Global Assistance.

What do plan members need to do?

1. Use the current benefit card until **April 30, 2022**
2. On **May 1**, log into the [plan member website](#) and get the updated benefit card
3. Use their new benefit card starting **May 1, 2022** (not before)



Questions?

We're excited about our move to Trident Global Assistance and would love to tell you more. If you have questions, please reach out to your Empire Life account team, Group advisor, or our Customer Service team at group.csu@empire.ca.

Under the Travel Emergency Assistance program, Trident Global Assistance Inc. provides out of province travel emergency medical assistance, claim administration and cost containment services for employees and their dependants who have extended health benefits under their group benefit plan insured by Empire Life. Empire Life will assume no responsibility for any negligence, wrongful acts or omissions of Trident Global Assistance Inc. or its agents, or for medical advice or legal counsel given by any physician or other health care professional and/or attorney as part of the services provided by Trident Global Assistance Inc. For complete details regarding the terms and benefits of the program, including a complete list of limitations and exclusions, please refer to your Employee Benefits Booklet or contact your Plan Administrator or group plan advisor.

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