AXA Travel EYE
Overview & Navigation

August, 2020
Mercer Health & Benefits LLC.

welcome to brighter
Site landing page
Travel EYE risk/intelligence portal

www.mercertravelassist.com

• Travel EYE is managed by a dedicated team of analysts who permanently enrich and update the Portal using the most reliable sources. There is an international team of network specialists and in-house doctors who assess and validate a worldwide network of over 40,000 medical providers.

• Security and intelligence alerts are provided 24 hours a day, 365 days a year powered by a market leader in the areas of security consulting, intelligence and risk analysis.

Emergency Medical and Travel Assistance services while traveling — anytime, anywhere

TRAVEL INTELLIGENCE PORTAL

This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

BROCHURES & DOWNLOADS

Download the ID card and other useful documents.

IN THE EVENT OF AN EMERGENCY

Open 24/7, 365 days a year
Within the USA: 1-888-287-4741
Outside the USA: 1-315-350-3900
Email: medassist-usa@axa-assistance.us
Create the account
Travel EYE risk/intelligence portal

www.mercertravelassist.com

What happens when a user clicks “Log in here”
Account registration
Travel EYE risk/intelligence portal
Key features
Travel EYE risk/intelligence portal

**RISK MAP**
Use the intuitive Risk Map to gain a rough overview of the security situation, or zoom in to the city district level for more localised risk assessments.

**GLOBAL EVENTS**
Find all relevant events in real-time in the Global Events section, filter your search, set up your individual favourites and receive automated alert emails or regular digests.

**COUNTRY RISKS**
Find the most important information about your country of destination in the Country Risks section, displayed in state-of-the-art visualizations. Risks reports can be downloaded as PDF files.

**LOCATION INTEL**
Access location intelligence content created and powered by WorldAware, Chubb’s Security Provider.
Key features
Travel EYE risk/intelligence portal

ARTICLES
Access reports and analyses on crisis management from a strategic partner SRM and EXOP.

AXA PARTNER’S MEDICAL NETWORK
Unlimited access to AXA’s accredited international medical network.

EMERGENCY BUTTON
You can reach directly the assistance line by pressing “Call for Assistance”, for mobile app only.

MULTIPLE LANGUAGES SUPPORTED
Select preferred language in your profile.
Site orientation
Travel EYE risk/intelligence portal

NAVIGATION BAR
• Click/touch the respective icon and get direct access to the Emergency Call Button, Risk Map, Global Events, Location Intel, Country Information, and the Medical Network. Access your profile to administer your personal account.

EMERGENCY BUTTON - CALL FOR ASSISTANCE
• In critical situations, a traveler can push the button and will be automatically connected with the designated AXA Operation Center and trigger subsequent emergency procedures.

SCREEN SPLITTER / VIEWS
• Depending on the size of the screen you use, there are different screen splits available. As you navigate through the different pages and use the platform you can adjust the screen views to your preferences with one or two clicks on the view mode icon, always placed in the upper left corner of the screen. In all mobile views you can switch from the navigation panel to map view with one click on the map icon and back.
MY PROFILE

Travel EYE risk/intelligence portal

[Image of a user profile page with fields for personal information and password settings, along with an optional preferences pop-up window.

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Travel EYE risk/intelligence portal

The Risk Map is the heart of the platform’s dynamic country information.

Zooming into the map reveals the different risk ratings even below country level. It shows the risk of governorates and provinces, down to cities and even city districts. Having a closer look at important cities will show violet-marked areas of higher risk for travellers. You can select to display different information, map types and layers.
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To make it more intuitive for you to find what you need, the platform provides multiple views of the events.

In the list view on the left side of the screen you can see the events (filtered to your needs) in the specific order of your choice – by date or by impact. Switch to the chart view, and the same events are displayed in a risk trend line or risk locator. These charts help you identify overall risk trends and major risk locations. Alternatively, you can navigate through the events using the map and its multiple map layers in the corner of the screen to extract the information you need.
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Events and Incidents

VIEW SECURITY EVENTS WORLDWIDE

Any event or incident with relevance for security and travel that has been identified over the past years is listed on the global events page.

The events listed provide structured and comparable information such as risk category, date and time, impact and exact location of incidents, added by a direct link to news sources. That way you get an insight to what happened on the ground and consider if security or medical prevention measures have to be adjusted.

In addition, you and your travellers will be alerted by announcements of future events so you can minimise the risk and prepare your staff in advance.

If you are interested in specific countries, you can save them as favourites and can receive "security information" if anything happens in the country.

KEY FEATURES

- Events - Overview of security and medical events worldwide
- Visualisation - List view, charts and map view
## Global Events

### Travel EYE Risk/Intelligence Portal

<table>
<thead>
<tr>
<th>LOW</th>
<th>ELEVATED</th>
<th>HIGH</th>
<th>EXTREME</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No to very limited impact on potential travellers</td>
<td>• Limited impact on potential travellers, low level violence or restrictions of mobility</td>
<td>• Mid-high level violence, casualties</td>
<td>• Extreme violence, high number of casualties and fatalities</td>
</tr>
<tr>
<td>• Turkey/Greater Ankara: Scores arrested in counter-terrorism raids</td>
<td>• Spain/Madrid: Taxi driver protest breaks out</td>
<td>• Tunisia/Tunis: Multiple people injured in violent protests</td>
<td>• United States/North Carolina State: Several Civilians Killed in Armed Bank Robbery</td>
</tr>
<tr>
<td>• Somalia/Bay Region: Dozens of militants killed in U.S. airstrikes</td>
<td>• Germany/Frankfurt: Thousands evacuated due to World War II bomb disarming</td>
<td>• Mexico/Michoacán State: Several injured or missing due to heavy flooding</td>
<td>• India/New Delhi: Dozens of Fatalities in Building Collapse</td>
</tr>
</tbody>
</table>

### Risk Categories

- **General Risk**
- **Governance Risk**
- **Medical Risk**
- **Crime Risk**
- **Civil Unrest Risk**
- **Terrorism / Armed Conflict**
GLOBAL EVENTS

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Option to type in a country to view events in that location or save a country as a favorite.

Latest Informational Alerts

Numbers in black circles summarize the number of events for the region. As you zoom in, you will see the detail by country and the type of risk.
GLOBAL EVENTS

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Event Info

Events provides:
- Events sorted by date or impact
- Key information on the event
- Top references for additional information on the event
- Advisories available to help minimize risk to individuals
GLOBAL EVENTS

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Country Favorites and Push Alerts

If you are interested in specific countries, you can save them as favourites. What are the advantages?

- **You can access them directly** from the country information page by selecting it from the list of favourites, which is displayed when you click/touch in the search bar on the left of the page.
- More importantly, **you can receive country information alerts (called security information)** if anything happens in the country. Just select “send me an alert”, then choose from which impact level on you wish to receive alerts and “save”.
- You can receive a **security information digest** for your favourite countries. Let’s say you want to receive once a week at 9:00am and overview of all events that occurred in the country over the past 7 days. Just go to “Alert digest”, define your individual settings and “save/ update” your favourite.
- You can also receive **risk level change alerts** in case the overall country risk level changes.
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Country Favorites and Push Alerts

Email Information for Events

Alerts from Travel Eye are only information alerts about events occurring in the country. They are not linked to your specific location (e.g. geo-coordinates).
SECURITY RISK OVERVIEW

• Gain a better understanding of the security situation in a country. Crime, civil unrest, terrorism, general risks and governance are all key categories to be assessed to provide a basic country risk portfolio. In addition, our experts identify urban risks for each country’s most relevant cities and add new information on a monthly basis, even revealing no-go areas for travelers.

MEDICAL RISK

• Medical precautions must begin long before the trip. The platform lists latest medical events and relevant vaccinable and non-vaccinable diseases, so you and your travelers, together with a physician, can decide how to prepare for the journey well in advance. For those who prefer to work with their own medical sources, all medical information can be deactivated. Activation or deactivation refers to medical risk overview, medical advisory and medical map content.
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Executive Summary

STRAIGHT TO THE POINT

The summary provides an overview of past and future security incidents in the country. You can directly screen the four latest incidents, get a picture of the incident frequency over the past months and see the most important incident categories for that country.

This will help you better understand security developments on the ground and the biggest threats to your travellers. With the help of the “take care of” section, you can immediately see which topics need to be considered before and during a trip.
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Click on link to go to WorldCue

Launches in a new browser page
Travel EYE risk/intelligence portal

Gather up-to-date location intelligence, global travel tips, and download briefs

Advice sheets on > 150 topics
Travel EYE risk/intelligence portal

**Finding the best medical providers**

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) internationally. This network of over 40,000 medical providers is maintained by AXA. Users can look up coordinates for a provider of choice as well as their address and phone numbers.

- Results will provide you with a list of hospitals which will be also visualized in the map. You can click on the icons in the map to receive more information.
- To select in more detail e.g. language or opening days, use the filter option.
- Provider referrals are arranged in order of preferred providers first. Preferred providers are those that meet Western standards of care and have accepted AXA’s Guarantee of Payment.
Mobile App
Travel EYE
Mobile App
Travel EYE risk/intelligence portal

After creating your Travel EYE account, download the mobile app and activate it.

Travel Eye App
Available in iTunes and Google Play Store

Search for “Travel EYE by AXA Partners”
Mobile App
Travel EYE risk/intelligence portal
**Mobile App**

**Travel EYE risk/intelligence portal**

**Location Intel**

![Location Intel Mobile App](image1)

**Country Risks & Medical Network**

![Country Risks & Medical Network](image2)

*Click on Get Started Now to launch WorldCue Page*
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