



January 2025

To keep you safe and healthy while you travel, Hexcel has invested in memberships with International SOS and New York Life Group Benefit Solutions Secure Travel. Each of these services includes distinct benefits providing the necessary financial and personal support you need when experiencing an emergency during business travel.

International SOS is responsible for emergency services related to your security and safe transportation during global business travel.

New York Life Group Benefit Solutions Secure Travel is responsible for services related to your need for emergency medical treatment when traveling 100 miles or more from your home office plant. NYL GBS coordinates services with Generali Global Assistance (GGA).

An overview of the two plans below has covered services highlighted below with this symbol: 

Covered emergencies during business travel include ...	 International SOS For Security Emergencies	 NYL GBS Secure Travel For Personal Emergencies
Evacuation needed due to security related incident (i.e. terrorism, riot)		
Repatriation needed to your home country		
Emergency Medical Treatment		
Visit of a Family Member or Friend (if you are hospitalized)		
Business Travel Accident Insurance Benefits of 3 X your annual salary ¹		

¹ – Up to a maximum of \$500,000

Both International SOS and NYL GBS Secure Travel are provided at no cost to you and available 24 hours a day, 7 days a week.

A new ID card is attached below and includes contact information for both services. Keep this card on your person at all times during business-related travel. We also recommend that you save contact information for both services in your mobile device.

For more comprehensive overview of covered services during business travel including emergency cash advances, replacing lost documents, and replacement of medication, please go to Hexcel Today and type "SOS-Secure" in the search box (upper right) for program details.

Frequently Asked Questions about International SOS and New York Life Group Benefit Solutions Secure Travel

Who can my family or I contact during a personal medical emergency incurred during business travel (i.e. heart attack)?

Contact New York Life Group Benefit Solutions Secure Travel if you are traveling more than 100 miles from your home office or plant. NYL GBS Secure Travel representatives will arrange for emergency treatment and cover the cost of return transportation for domestic travel or repatriation to your home country.

Who can my family or I contact during a security-related incident where I may be at risk (i.e. riot or civil unrest)?

Contact International SOS if you are traveling outside of your home country and experience an incident where your safety is at risk. International SOS representatives will arrange for your evacuation and cover the cost of transportation back to your home country.

What action is required by me?

Share contact information for International SOS and NYL GBS Secure Travel with your personal emergency contacts. Keep your International SOS and NYL GBS Secure Travel card in your wallet at all times during your trip and update contact information for these services on your mobile device.

Is either service intended to replace health insurance?

No. Both services are intended to cover emergencies only and do not replace coverage available through Hexcel or through your host country (i.e. employer provided plans or social insurance schemes).

Who is responsible for ongoing medical treatment upon my return to my home country?

Following emergency medical treatment through International SOS and NYL GBS Secure Travel, your home country's medical plan will be responsible for ongoing treatment (i.e. rehabilitation, physician check-ups).

Where can I learn more about these programs?

You may access International SOS and NYL GBS Secure Travel plan summaries on Hexcel Today. Enter the keyword "SOS-Secure" in the search box (upper right) for more details.

Actual Case Study Examples of each service:

	
Situation: Sean traveled to Cairo, Egypt in January 2011 for a three week assignment. Civil unrest occurred during the "Arab Spring", forcing many international travelers to seek travel accommodations to leave Egypt earlier than scheduled.	Situation: Jean traveled for a week-long business trip to Spain. She experienced abdominal pain and visited a nearby hospital to diagnose her condition. Upon learning she had appendicitis, she was admitted for surgery.
Solution: Sean contacted International SOS to arrange a flight to the nearest safe haven. International SOS provided Sean with guidance on how to maintain his personal safety, and managed all arrangements for: • Sean's movement to an evacuee assembly area • his transport to the Cairo airport • his charter flight to the nearest safe haven • his ongoing travel back home to the U.K. ; and • communications to Sean's employer advising them of his evacuation and safe return home	Solution: Jean contacted NYL GBS Secure Travel. NYL GBS's partner Generali Global Assistance (GGA) arranged scheduling and payment for: • Jean's treatment at the hospital • her monitoring of care with treating physicians • her ongoing nurse visits following her hospital discharge; and • her air and ground transportation to return home
Impact: International SOS handled initial security advice, urgent travel arrangements and costs for Sean on an urgent basis and safely returned him home.	Impact: Generali Global Assistance (GGA) handled all the arrangements for Jean, minimizing her anxiety and allowing her to focus on her recovery.



INTERNATIONAL SOS *(for security emergencies)*

Membership #: 11BCPS000223

By Web: internationalsos.com/members OR

Download the International SOS Assistance App

NYL GBS SECURE TRAVEL *(for personal emergencies)*

Policy #: ABL0646820

By Email: ops@us.generaliglobalassistance.com

See back for phone number contacts

Call our medical and travel security experts 24/7. Call for preventive or emergency inquiries. Call before, during and after travel or assignment.

INTERNATIONAL SOS

BEIJING +86 10 6462 9100	DUBAI +971 4 601 8777	FRANKFURT +49 6102 3588 100
GENEVA +41 22 785 6464	HO CHI MINH CITY +84 8 3829 8520	KUALA LUMPUR +603 2787 3126
LONDON +44 20 8762 8008	MADRID +34 91 572 4363	MANILA +63 2 6870909
MOSCOW +7 495 9376477	PARIS +33 155 633 155	PHILADELPHIA +1 215 942 8226
SINGAPORE +65 6338 7800	SYDNEY +61 2 9372 2468	TOKYO +81 3 3560 7183

NYL GBS SECURE TRAVEL

From the U.S. or Canada: 1.888.226.4567 • Other Locations 011 + 202.331.7635