

Helping Our Customers in Japan



On March 11, 2011, a powerful 8.9-magnitude earthquake struck the coast of northeast Japan and triggered a subsequent tsunami that caused the loss of thousands of lives and extensive damages to the country. During this time, the call and case volume doubled at Travel Guard, the wholly-owned global assistance operation of Chartis that provides global travel, safety and security services for our clients.

With over a hundred students and employees fleeing Japan, we monitored each case—from basic communication, to ground transportation, to evacuation out of the country—until he or she arrived home safely or to the nearest safe haven, and regardless of whether or not they had security evacuation coverage. With our partner companies, we also successfully delivered more than 6,500 kilograms of food, water, and other emergency supplies to the most affected areas.

As the situation at the Fukushima nuclear plant in Japan remains fluid, our assistance operations continue to monitor the situation closely. We also continue to stay alert to ongoing global developments so we can help our clients manage the inherent risk associated with employees working or traveling throughout the world.



To learn about what Accident & Health can offer, visit:
www.chartisinsurance.com/accidentandhealth

This is only a brief description of the coverage(s) available. The Policy will contain reductions, limitations, exclusions and termination provisions. Insurance underwritten by National Union Fire Insurance Company of Pittsburgh, Pa., with its principal place of business in New York, NY. Coverage may not be available in all states.

Non-insurance services provided through Travel Guard offer assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler.

Security services are provided by Chartis' security assistance service provider, red24.
 © 2011 Chartis. All rights reserved.