

# ASSISTANCE CASE STUDY



## Enjoyable Oktoberfest Experience

When John's daughter, Lisa, signed up for her first trip out of the country--a tour to visit Oktoberfest in Munich, Germany, with a few of her friends—he was concerned for her safety. To appease his worry, and give her peace of mind, he called Assist America. Our coordinators provided him with a detailed explanation of our services, and even furnished a proof of coverage letter to Lisa's tour operator to keep readily available in case she needed help. Although Lisa traveled without any emergency incidents, she was able to relax and enjoy her time in Munich knowing she was protected, and John was at ease knowing that Assist America was by his daughter's side in case she needed us.

\*Name changed for privacy

Assist America has no exclusions for pre-existing conditions, geographic risk, adventure sports, alcohol-related incidents or suicide, and has no financial caps or limits. A single phone call to our medically-certified, multilingual Operations Center puts our resources in motion on behalf of any member, whether they are traveling on business or pleasure. For more information, visit [www.assistamerica.com](http://www.assistamerica.com).

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