

Travel Assistance Services



C&F SERVICES®

A FAIRFAX COMPANY

GLOBAL BENEFITS
INTERNATIONAL INSURANCE FOR EXPATS,
TRAVELERS & ORGANIZATIONS

About C&F Services

C&F Services provides travel assistance and emergency services to travelers, serviced by Active Care Management (ACM), a fully owned subsidiary of Global Excel.

1,100+
employees



2.8 million
calls managed

What does C&F Services offer?

Travel assistance services range from helpful services to emergency assistance. Each type of service is broken down into categories below.

Travel Assistance

- Emergency Travel Arrangements
- Passport or Visa Replacement Assistance
- Legal Referrals
- Emergency Cash Advance

Concierge Services

- Destination Profiles
- Epicurean Needs
- Event Ticketing
- Floral Services
- Golf Course Referrals and Tee Time Reservations
- Hotel Accommodations
- Meet-and-Greet Services
- Shopping Assistance Services
- Translation Services
- Pre-Trip Assistance - destinations, profiles, weather, events, ATM, currency exchange rates, immunization and passport requirements, services
- Procurement of Hard-to-Find Items
- Restaurant Referrals and Reservations
- Rental Car Reservations
- Airline Reservations
- Family Assistance
- Pet Assistance
- Vehicle Assistance
- Baggage Assistance
- Financial Assistance
- Document Replacement Assistance
- Prescription Drug, Medical Accessories, Eyeglasses & Contacts Replacement Assistance
- Medical Professional Assistance



Medical Coordination and Assistance

- Medical Evacuation Coordination
- Pre-travel Medical Consultation (immunization recommendations, health advisories, medical issues in the destination country)
- 24/7 call-in access to physicians and nurses
- Telemedicine
- House Calls
- Doctor/Hospital/Dentist/Medical Specialist Referral
- Medical Admission or Release Expense Guarantee
- Prescription Replacement Arrangement

