



Start



International Solutions
CNA Companion Services® Portal

With CNA Passport®, CNA WorldPass®, CNA Oneworld+® or a CNA Defense Base Act policy, customers have automatic access to travel assistance services provided via the CNA Companion Services®. These services are provided to any CNA-insured traveler leaving the country for business purposes and are supported by AXA Assistance USA, Inc. (AXA), one of the largest and most experienced travel assistance organizations in the world. The CNA Companion Services® Portal includes access to My Trip Companion, a travel assistance intelligence portal powered by AXA.



**CNA COMPANION
SERVICES® HOTLINE**



What is the CNA Companion Services® Portal?

The **CNA Companion Services® Portal** is linked to My Trip Companion, a travel intelligence site powered by AXA. The portal features tools to support travelers before and during their trips, as well as real-time destination-based health, security and travel information.

The portal also includes global medical providers and country profiles, including up-to-date security alerts, health advisories, information on immunization and visa requirements for upcoming trips and the ability to import the information easily from the portal.

CNA Companion Services® Portal App and Travel Resources



Travel Portal: This dedicated portal offers useful intelligence throughout your trip, including global event monitoring, country and city risk analyses, and AXA's international medical network.



24/7 Hotline: Get assistance day or night, 365 days a year!



Medical Transportation Assistance: If you experience a medical emergency while traveling, AXA will assist with an evacuation to the nearest medical facility or transport you back home. Assistance to join a family member during a medical emergency can also be arranged.



Security Assistance: In the event of a threatening political or natural disaster emergency situation, AXA will coordinate transportation to the nearest safe location and home, if needed.



Travel & Medical Assistance: Through AXA, you have access to personal and medical assistance around the world. From help with lost documents to medical evacuations, you can connect with a team of professionals 24/7.



Brochures and Downloads: Access and download brochures with your ID Card.

Say goodbye to the hassle of juggling multiple platforms

Our digital self-service portal, My Trip Companion, provides an easy and single access to all the services of your Travel Assistance Program.

Whether you need assistance with getting travel information or seeking medical advice, everything you need is at your fingertips.

- **24/7 Companion:** Travel with confidence, knowing that help is always just a click away
- **Immediate Assistance:** Access comprehensive online services and instant support for quick solutions
- **Global Reach:** Experience tranquility and ease throughout your travels, any time, anywhere
- **Full immersive digital self-care experience:** Easy and secure access to medical care
- **For emergency or travel-related assistance, contact:**
312-935-1711 (when calling from U.S. or Canada),
855-327-1455 (when calling from all other locations)
or **medassist-usa@axa-assistance.us**

Access My Trip Companion any time, any place

Scan or click to access My Trip Companion from your device:





**A one-stop shop for all travel online services, accessible worldwide
24 hours a day, 7 days a week, 365 days a year**

Travel Information

- **Country information**
Find real-time information about your destination
- **Travel Tips**
Discover tips on before, during and after your travels, and get the most from your travel assistance program
- **One-touch call in case of emergency**
Reach out to our 24/7 Emergency Operations Center, whenever you need it

Medical Support

- **MyCare Line**
Request a call from a health professional who will offer support and guidance for your health and self-care questions
- **Doctor & hospital near you**
Find the nearest medical provider by category and location
- **Global emergency numbers**
Search for local public emergency phone numbers (medical, police, fire services) by selecting your traveling country

In addition to the QR code, users can access online travel services here: [**mytripcompanion.us/**](https://mytripcompanion.us/)

CNA Companion Services® Travel ID Card

Print or save this page and keep a Travel ID Card from the right handy during foreign travel.

Your card provides information on how to access available assistance programs before and during your trip. You can connect to a service representative 24 hours a day, 365 days a year from almost anywhere in the world.



Tip:

**Add the hotline number
to the contact list in your phone
for emergency or
travel-related assistance.**

(CNA Passport®, CNA WorldPass® and CNA Defense Base Act)

When calling for emergency or travel-related assistance, please provide the following:

When calling from:	
U.S. or Canada	312-935-1711
All other locations	855-327-1455
Employee Name	
Company Name (Insured)	
CNA Passport®, CNA WorldPass® and CNA Defense Base Act policy #(s)	
Email: medassist-usa@axa-assistance.us	



CNA Companion Services® Travel I.D. Card

To report a claim to CNA from the U.S. or Canada:

Call: **888-202-4966**

Fax: **888-262-2091**

From anywhere else in the world:

Call: **001-312-822-1395**

globalclaim@cna.com

To report a claim for CNA Defense Base Act:

U.S. or Canada:

Call: **312-822-1395**

Toll Free: **866-795-9988**

(CNA Canada – Oneworld+®)

When calling for emergency or travel-related assistance, please provide the following:

When calling from:	
U.S. or Canada	312-935-1711
All other locations	855-327-1455
Employee Name	
Company Name (Insured)	
CNA Canada – Oneworld+® policy	
Email: medassist-usa@axa-assistance.us	



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For more information on CNA's International coverage offerings, visit cna.com/international.

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