



**HEALTH  
INSURANCE**  
RISK ADVISORY  
FIRST AID  
MONEY MANAGEMENT  
EXAMINATIONS

**HEALTH CARE**  
TREATMENT  
MEDICAL CARE  
DIAGNOSE  
ACCIDENT

# CAP™ TRAVEL ASSISTANCE PLAN



PROTECT TRAVELLERS GLOBALLY



**FOCUSPOINT®**

Advise, Respond and Assist

## PYRAMID TEMI GROUP

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*Pyramid Temi Group (PTG) with over 40 years' experience is the trusted supplier of best practice worldwide Travel Security services to major large and small exporters.*

PTG, based in Italy, has a global hub network consolidated over the years by relationships of synergy and trust, with high added value for our business.

## FOCUS POINT INT'L.

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*FocusPoint International (FocusPoint) is in the business of identifying threats, mitigating risks and responding to crisis events impacting multinational organizations and individuals engaged in global travel.*

FocusPoint is a US-based, privately held corporation, with 19 offices on 5 continents and over 5,000 proprietary and affiliate medical, security and crisis response personnel.



WHO  
WE  
ARE

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We Advise, Respond  
and Assist so you  
can get the most out  
of your Travel  
Experience

# CAP™ TRAVEL ASSISTANCE PLAN

## Managing Travel Risk from start to finish!

CAP™ is the most comprehensive travel assistance membership program for individuals, families and organizations available in the market today.

- **Fully funded – no additional costs**
- **Low barrier to use – no hard loss triggers**
- **Worldwide assistance services**

When a health, safety or security event takes place that impacts or has the potential to impact your travelers, CAP™ is there 24/7 to provide advice and if necessary, coordinated, in-country assistance to resolve the crisis at hand – without the financial burden that comes with responding to travel-related crises.

If you need help because of a medical or security mishap during your trip, our global team is available 24/7 to inform, advise and assist in over 250 languages.



**CAP™ is a Travel Assistance Plan, not an insurance policy. FocusPoint does not and will not reimburse or indemnify customers for any expenses incurred directly by a customer and/or behalf of a customer.**

### Available Worldwide 24/7 to Advise, Respond and Assist



Over 10,000 people evacuated from 6 different continents



Medical evacuations and repatriations from over 130 countries



40,000 accredited medical providers



On-demand assistance in over 250 languages

# TRAVEL MEDICAL

*With the CAP™ Plan, you are eligible for on-demand, 24/7 access to international medical personnel who will provide expert advice and guidance over the phone, and if necessary, coordinate in-country emergency response and assistance services, at no additional cost.*

## Emergency Relocation

Our experienced travel medical teams will coordinate medical transportation and arrangements for ground or air transport to and from the hospital, including pre-admission and medical escorts for ongoing medical supervision.

## Medical Evacuation and Repatriation

Our team of international travel assistance specialists will provide you with medical transportation from the facility the traveler is receiving medical treatment to the hospital of choice, in the traveler's primary place of residence for further medical treatment or recovery.

## Visit of Family Member or Friend

If a traveler is hospitalized while traveling for a period in excess of 3 days or is in a critical condition, we will arrange the accommodations and provide transportation for a family member or friend, to the place where the traveler is hospitalized.

## Dependents and Travel Companion Assistance

If a traveler is hospitalized or in critical condition and was traveling with dependent children or a designated travel companion, we will arrange their return to the traveler's country of residence safely.

## Medical Monitoring

Our multilingual staff will contact local attending medical personnel to monitor the traveler's condition, and we will keep loved ones informed until the medical emergency is resolved.

## Medical and Dental Referrals

We provide travelers with contact information for licensed physicians, dentists, hospitals, and clinics in the area and will confirm the provider's availability, upon request.

## Transport Escort

We arrange for a family member, companion, or travel escort to accompany the traveler during an emergency evacuation or medically necessary repatriation.

## Repatriation of Mortal Remains

If a traveler dies during their trip, we will make all necessary arrangements, including the transportation of the remains, to the traveler's country of residence.



# TRAVEL SECURITY

*You are eligible to receive on-demand 24/7 access to international travel security specialists who can provide expert advice over the phone, and if necessary, coordinate in-country emergency response and assistance services, including evacuation, at no additional cost.*

## **Natural Disasters**

Our team of international emergency response specialists will provide expert advice over the phone to help you shelter in place. If necessary, we will send experienced crisis response personnel to your location for in-country support, including transportation resources for an emergency evacuation, to a temporary or terminal safe haven.

## **Pandemic**

Our international team of crisis response specialists will provide strategic advice over the phone to help guide you through the health crisis. If necessary, we will coordinate and provide in-country assistance, up to and including transportation support.

## **Political Unrest**

Our global team of travel assistance specialists will provide you with expert advice over the phone to help you avoid unnecessary harm. If necessary, we will send experienced crisis response personnel to your location for in-country support to help you evacuate away from the impacted area.

## **Terrorism**

Our global team of experienced crisis response specialists will provide you with expert advice over the phone to help you shelter in place. If necessary, we will send specialized crisis response personnel to your location for dedicated in-country security support.

## **Blackmail and Extortion**

Advice and possible deployment of a crisis consultant to investigate and bring resolution to the blackmail or extortion threat directly impacting a customer.

## **Hi-Jacking**

Advice and possible deployment of a crisis consultant to coordinate with local law enforcement and/or government officials to affect the safe release of a customer and bring resolution to the hi-jacking directly impacting a customer.

## **Disappearance of persons**

Our team of experienced travel assistance consultants will provide strategic advice and, if necessary, deploy a dedicated crisis consultant who will help investigate your disappearance to identify your whereabouts and return you to safety.

## **Wrongful Detention**

Our experienced team of travel assistance consultants will provide expert advice, help arrange legal referrals, relay emergency messages and assist with limited interpreter and legal expenses. If necessary, we will deploy a dedicated travel assistance consultant to your location for additional support and ensure your safe release.

## **Violent Crime**

Our experienced team of travel security specialists will provide strategic advice to help guide you to safety over the phone, and if necessary, we will send a dedicated crisis response specialist to your location for in-country support, including emergency evacuation.

## **Kidnap for Ransom**

Advice and possible deployment of a crisis consultant to consult with the family and/or the employer of a customer that has been kidnapped for ransom to affect the safe release of the customer. *PLEASE NOTE, because CAP is not an insurance policy, the reimbursement of a ransom/extortion payment is not available under the CAP customership program.*

# TRAVEL TECHNOLOGY AND TRACKING

*Travel Assistance Technology and an easy to use Mobile App that complements the benefits in your plan.*

- **GPS Travel Tracking**

The CAP™ mobile app leverages GPS technology from smartphone devices to determine the proximity of threats in relation to the traveler's current location, and for other travel assistance purposes.

- **Location-Based Mapping Interface**

Travelers have access to intuitive dashboards and maps that provide visual representations of locations experiencing various levels of health, weather, or security challenges, and where travelers require extra precaution.

- **One-Touch Emergency Assistance Button**

With the push of the ASSIST button in the CAP™ mobile app, travelers are instantly connected to our Crisis Response Center to request emergency assistance during a travel mishap.

- **Two-Ways Communications**

Our communication tools are synced with phones, email, and SMS, that allow travelers to receive critical communications from our Crisis Response Center, including geofence alert settings that can be configured using the geo-specific proximity of travelers, concerning ongoing threats in the area.

- **Safety Check-In Button**

With the push of the CHECK-IN SAFETY button in the CAP™ mobile app, travelers can confirm their location, health, and welfare status with the Crisis Response Center.

- **User-Defined Tracking**

Travelers have the freedom to control GPS-based location sharing features for ultimate control over privacy before, during, and after travel.

- **Itinerary Management**

Travelers can upload and manage flight information and other essential details from their itinerary, in the CAP™ Travel Assistance Portal and app.

- **Travel Risk Intelligence**

Through online CAP™ Travel Assistance Portal, travelers can access country and city risk reports to get specific insights on point-in-time health, weather, or security threat profiles.



## TRAVEL CONCIERGE

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- **24/7 Unlimited Live Assistance**

On-demand advice from experienced travel assistance consultants via our International Crisis Response Centers, including dedicated emergency response hotlines.

- **Lost Document Advice and Assistance**

International assistance, advice, and support to help replace personal lost documents during travel.

- **Emergency Message Transmission**

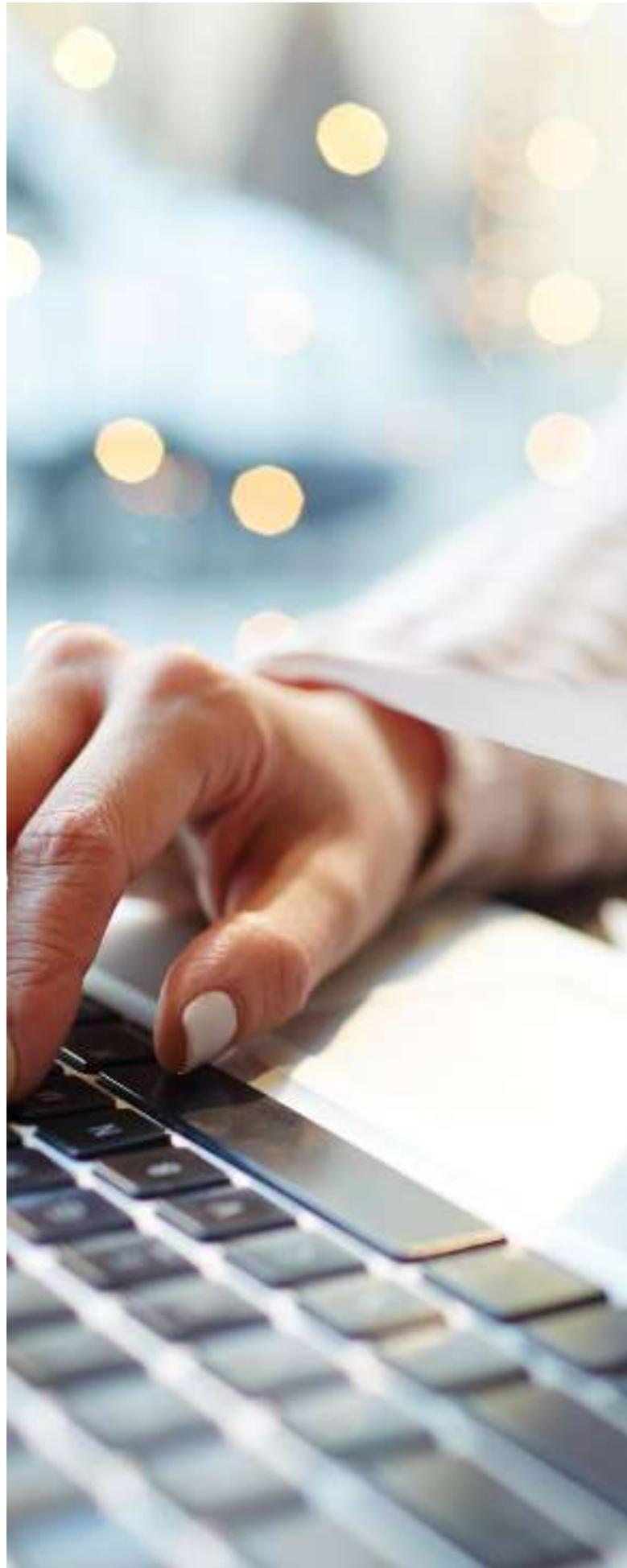
Transmission of an urgent message on the traveler's behalf to family, friends, or business associates.

- **Access to Interpreters**

Professional translation and interpreter services in all major languages.

- **Legal Referrals**

Access to vetted, legal resources, and referrals for professional support worldwide.





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**HEALTH CARE**  
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ACCIDENT

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