

## Contact Information

### Customer Solutions Center

#### Travelex Insurance Services

For plan questions or to make changes to an existing policy, call:

**888.574.7026**

M-F: 8:00 am to 7:00 pm CST

Email: [360group@travelexinsurance.com](mailto:360group@travelexinsurance.com)

#### Travelex Insurance Services

Attn : 360 Group Department

810 N 96th Street, Suite 300, Omaha, NE 68114

### Claims Customer Service

#### Berkshire Hathaway Specialty Insurance Company

To start a claim or download claims forms online, visit: [travelexinsurance.com](http://travelexinsurance.com).

Download 'BHSIC Claims for Travelex' via Google Play or iTunes

#### Phone, Email, Fax, or Mail

**855.205.6054**

7:00 am to 7:00 pm CST, M-F

[travelex.claims@bhspecialty.com](mailto:travelex.claims@bhspecialty.com)

Fax: 715.303.6328

BHSIC, P.O. Box 2986, Clinton, IA 52733

### Travel Assistance Services

#### For groups created on or after 12.01.2020

##### World Travel Protection

844.215.1672 (within USA & Canada)  
647.775.8042 (outside USA & Canada)

[assist@wtpassist.com](mailto:assist@wtpassist.com)

#### For groups created prior to 12.01.2020

##### On Call International

855.892.6495 (within USA & Canada)  
603.328.1373 (outside USA & Canada)

[mail@oncallinternational.com](mailto:mail@oncallinternational.com)

### Technical Support

**888.457.4602**

M-F: 8:00 am to 5:00 pm CST

[Technologysolutions@travelexinsurance.com](mailto:Technologysolutions@travelexinsurance.com)

*Please reference your Plan Code as found on your plan brochure, state specific Policy or Confirmation of Coverage for all inquiries.*