Redbridge®

DIRECTORY

R E S T OF THE WORLD FOR CONSULTANTS

Customer Service
TRAVELCUSTOMERSERVICE@REDBRIDGE.CC

- **General inquiries** / traveler coverage
- Changes to **issued certificates** (Modifications to dates of birth, travel dates, names)
- Coverage **extensions**
- Certificate **cancellations**
- **Assistance** with portal usage

TAT **24 - 72**
OFFICE HOURS

Medical and Care Coordination
SERVICE@REDBRIDGEASSIST.COM

- Pre-certification request
- Medical **emergency notification**
- Travel assistance request
- Telephone medical guidance **(Telemedicine)**
- House call request
- **Funeral assistance** coordination

TAT **24 - 72**
BUSINESS HOURS BASED ON NEED

Hiring of Consultants
TRAVELCONSULTANTCONTRACTS@REDBRIDGE.CC

- Submission of documents for new hires
- Contract registration and issuance
- Access to the administrator portal
- Updating consultant data
- Changes to commission structures

TAT **24 - 72**
HOURS WITH COMPLETE INFORMATION RECEIVED

Quotes
TRAVELQUOTES@REDBRIDGE.CC

- Group quotes
- Individual quotes
- Proposal creation for corporate groups

TAT **24 - 48**
OFFICE HOURS

Commissions
COMMISSIONSASSIST@REDBRIDGE.CC

- Inquiries regarding commission status and payment

TAT **24 - 72**
OFFICE HOURS

Claims
TRAVELCLAIMS@REDBRIDGE.CC

- Submission of life claims
- Submission of required information

Redbridge®

www.redbridgeassist.com

www.redbridgeassist.com

Toll-free call to the USA and Canada +1.866.537.1145
USA & Canada Toll-Free Number +1.800.785.4154

Número Directo resto del mundo +1.305.537.1145
Direct number rest of the world

+1.786.653.3717
+1.305.537.1145

service@redbridgeassist.com