

AGB Member Services

24 HOURS A DAY, 365 DAYS A YEAR

Member Services Phone:

Int'l Toll Free*: 800-231-7729

Direct/Collect: 813-775-0190

(*Refer to dialing instructions on opposite side when dialing a toll free number outside of the U.S.)

Member Services Fax:

Int'l Toll Free: 800-475-8751

Direct: 813-775-0625

TDD (Hearing Impaired):

800-325-6273

Member Services Email Address:

agbservice@aetna.com

Informed Health® Line (IHL)*:

Int'l Toll Free: 800-556-1555

TDD: 800-270-2386

(*Access to IHL is available only for members with plans that include this benefit)

Emergency Assistance*

Int'l Toll Free: 877-242-5580

Direct/Collect: 480-333-3700

(*Access to Emergency Assistance is available for members with plans that include this benefit.

Charges may be incurred for members who do not have emergency medical assistance as part of their benefit plan)

International Employee Assistance Program* (IEAP):

Int'l Toll Free: 800-231-7729

Direct/Collect: 813-775-0190 (Ask to be transferred to IEAP)

(*Access to IEAP is available for members with plans that include this benefit)

Member Website

To obtain copies of forms, locate a provider, find answers to frequently asked questions and more, visit the AGB Member Service Center* on the web at:

<http://www.aetna.com/agb>

(*To access the site, you will need to register using the ID number located on your member ID card)

Calling Instructions

INT'L DIALING INSTRUCTIONS

We have arranged for members to reach our International Service Center toll free through AT&T Direct® Service.

TO PLACE AN INTERNATIONAL TOLL FREE CALL TO AGB:

Make sure you have an outside line

(From a hotel room, follow the hotel's instructions to get an outside line)

Locate the AT&T Direct Access Number listed for the country from which you are calling (Please call 813-775-0190 collect if the country you are in is not listed)

When prompted for the number you are calling, dial 800-231-7729. (You do not need to dial "1" before the area code)

After the tone, you will hear an automated message stating, "thank you for using AT&T," and your call will be directed to the AGB Member Service Center.

Visit www.aetna.com/agb for the most recent information on calling instructions

Helpful Tips

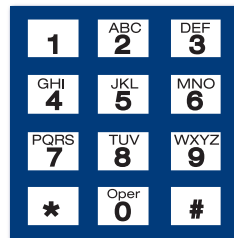
OBTAINING UPDATED ACCESS NUMBERS

To obtain the most up-to-date list of AT&T Direct access numbers, visit AT&T on the web at:

www.att.com/business_traveler

USING INTERNATIONAL PHONES

Refer to the keypad below if the number you are trying to reach contains letters and your keypad does not.



Aetna Global Benefits®

Your International Calling Guide

AT&T International
Toll Free Service

Please refer to **Helpful Tips** section on the reverse of this document for instructions on obtaining the most up-to-date list of Access Numbers.

AT&T Direct® Access Numbers: You can call virtually any other country in the world from the countries highlighted like this: . You can also call the U.S. from all the countries listed. Refer to footnotes before calling.

Albania ● 00-800-0010	Barbados v,○ 1-800-872-2881
American Samoa 633-2-872	Belarus ✳,✧ 8♦800101
Angola 0199	Belgium ● 0-800-100-10
Anguilla v,○,■ 1-800-872-2881	Belize ▲,■ 811 Hotels ■: 555
Antigua ■,○,▲ #1 Select Hotels: 1-800-872-2881	Benin ● 102
Argentina Telintar North: 0 800 555-4288 Telintar South: 0 800 222-1288	Bermuda ▲,○ 1-800-872-2881
Armenia ●,▲ 0 800 111	Bolivia ● 800-101-110
Aruba 800-8000	Bonaire 001-800-872-2881
Australia Optus: 1-800-551-155 Telstra: 1-800-881-011	Bosnia ▲ 00-800-0010
Austria ○ 0800-200-288	Brazil Embratel: 000-8010 Intellig: 0800-8888-288
Bahamas 1-800-872-2881	British Columbia 1-800-872-2881
Bahrain 800-00-001 U.S. Military Bases: 80000-000	British V.I. v,○,■ 1-800-872-2881
Bangladesh 157-0011	Brunei ● 800-1111
	Bulgaria ▲,■ 00-800-0010
	Cambodia ⇄ 1-800-881-001
	Canada 1-800-225-5288
	Cayman Islands 1-800-872-2881

Chile ● AT&T Node: 1-800-225-288 Cell Phones: *288 Easter Island: 1-800-800-311	Estonia 0800-1001
China, PRC ▲ Northern region, Beijing and vicinity 108-888 Southern region, Shanghai and vicinity 108-11	Fiji 004-890-1001
Colombia 980-911-0010	Finland ● 0 8001 10015
Cook Islands 09-111	France 800-99-0011
Costa Rica ● 0-800-011-4114	French Antilles ○ Guadeloupe, Martinique, St. Barthelemy, St. Martin: 0800 99 00 11
Croatia ▲ 0800-220111	French Guiana 0800 99 00 11
Cyprus ● 800-900-10	Gabon ● 00♦001
Czech Republic ▲ 00-800-222-55288	Gambia ● 00111
Denmark 8001-0010	Georgia ▲ 8♦0288
Dominica ■,v,○ 1-800-872-2881	Germany 0-800-2255-288
Dominican Rep. v,★,○ 1-800-872-2881	Ghana 0191
Ecuador ▲ Andinatel: 999-119 Pacifictel: 1-800-225-528	Gibraltar 8800
Egypt Cairo: ● 510-0200 Outside Cairo: ● 02-510-0200	Greece ● 00-800-1311
El Salvador ○ 800-1288	Grenada ▲,■,○ 1-800-872-2881
	Guadeloupe 0800 99 00 11
	Guam 1-800-CALL ATT
	Guantanamo Bay (Cuba) U.S. Military Bases: 935
	Guatemala ○,○ 99 99 190

Guyana ★ 165	Korea ● Dacom: 0030-911 US Military: 550-2USA
Haiti 183	Korea Telecom: 0072-911 US Military: 550-4663 ONSE: 0036-911
Honduras 800 0 123	Latvia Riga: 8002288
Hong Kong 800-96-1111	Lebanon ○ Beirut: 426-801 Outside Beirut: 01-426-801
Hungary ● 06 800-01111	Liechtenstein ● 809-2288
Iceland ● 00 800 22255288	Lithuania ✳,✧ 8♦800 90028
India ✳,→ 000-117	Luxembourg ★,v 800 2 0111
Indonesia → 001-801-10	Macau 0800-111
Ireland > 1-800-550-000	Macedonia, F.Y.R. of ○ 99-800-4288
Israel ● Bezek: 1-800-94-94-949	Malaysia ○ 1-800-80-0011
Italy ● 800-172-444	Malta 800-90110
Ivory Coast ● 00-111-11	Marshall Islands 1800-225-5288
Jamaica ○,■ 1-800-872-2881	Mauritius 01 120
Public Phones: ★,v #1	Mexico 01-800-288-2872 Alt. 001-800-462-42-40
Select Hotels: 872	
Japan ● IDC: 0066-55-111 KDD: 005-39-111 JT: ●,▲ 0044-11-1111	
Jordan 18-800-000	
Kazakhstan ● 8♦800-121-4321	

Micronesia 288	Peru ▲ 0-800-50288
Monaco ● 800-90-288	Philippines ● Digitel, Philcom, PLDT, Smart: 105-11 Globe: 105-11
Montserrat ■ 1-800-872-2881	Poland 0♦0-800-111-1111
Morocco 002-11-0011	Portugal ▲ 0800-800-128
Nepal 0800-77-001	Reunion Island 0800-99-0011
Netherlands ● 0800-022-9111	Romania ● 01-800-4288
Netherlands Antilles ▲ Bonaire, Curaçao, Saba, St. Eustatius, St. Maarten 001-800-872-2881	Russia ▶ Ekaterinburg, Irkutsk, Novosibirsk, Omsk, Rostov-on-Don, Ufa, Vladivostok: 8♦10-800-110-1011 Moscow: 755-5042 St. Petersburg: 325-5042
New Zealand 000-911	Saba 001-800-872-2881
Nicaragua ● 1-800-0174	St. Kitts/Nevis ■,○,v 1-800-872-2881
Norway 800-190-11	St. Lucia ○,v 1-800-872-2881
Pakistan ▲ 00-800-01-001	
Palau 02288	
Panama 800-0109 Canal Zone: 800-0109	
Papua New Guinea 0507-12880	
Paraguay ▲,■ Asuncion City: 008-11-800	

St. Pierre & Miquelon 0800-99-0011	Taiwan ● 00-801-10-288-0
St. Vincent v,■ 1-800-872-2881	Thailand ▲ 1-800-0001-33
Saipan ● 1-800-CALL ATT	Trinidad & Tobago ○ 1-800-872-2881
San Marino 800 172 444	Turkey ● 00-800-12277
Saudi Arabia + 1-800-10	Turks & Caicos ■,○,v 01-800-872-2881
Senegal 3072	Uganda 800-001
Sierra Leone 1100	Ukraine ▲ 8♦100-11
Singapore ■ Sing Tel: 800-0111-111 Star Hub: 800-0001-0001	U.A.E. ● 800-121 Military: 800-151
Solomon Islands 0811	United Kingdom ▲ BT: 0800-89-0011 Mercury: 0500-89-0011
South Africa 0-800-99-0123	U.S. ▼ 1-800-225-5288
Spain 900-99-00-11	Uruguay ■ 000-410
Sri Lanka ■ 2-430-430	Uzbekistan (Tashkent) 8♦641-7440010
Sudan ● 800-001	Vatican City 800-172-444
Suriname ⇄ 156	Venezuela 0 800-2255-288
Sweden 020-799-111	Yemen 00-800-101
Switzerland ● 0-800-89-0011	Zambia 00-899
Syria 0-801	Zimbabwe ▲ 110-98990

● Public phones require coin or card deposit. ■ AT&T calls cannot be placed to this country from outside the U.S. ✳ Not available from public phones. ▲ May not be available from every phone.

◆ Await second dial tone. € Public phones require local coin payment through call duration. v From public phones only. ✧ Not yet available from all areas.

★ Collect calling only. ○ Calling Card calls can be placed from certain hotels. > From Northern Ireland, dial the U.K. Access Number. → Use phones allowing international access.

* When calling from public phones, use phones marked "Ladatel". ▶ Additional charges may apply when calling from outside of Moscow. + Calls can be placed to certain countries only.

▼ Including Puerto Rico and U.S. Virgin Islands. ⇄ Available from payphones in Phnom Penh and Siem Reap only.