



STATEMENT FROM IMG – March 4, 2026

IMG is closely monitoring developments regarding the conflict in the Middle East, which began February 28, 2026. Our highest concern is the safety and well-being of our insureds who may be traveling or residing in the region.

The U.S. Department of State has issued several travel advisories for the Middle East region, with many of those being level 3 and 4. In some areas, the Department of State has issued a shelter-in-place advisory, and air travel has been curtailed. If you're currently in this region, please contact our 24/7 service team for assistance.

IMG's medical, travel, and security assistance services remain available for eligible members, including non-policyholders. Please contact your dedicated support phone number for assistance or additional information.

Travelers planning a trip to the Middle East or other destinations are strongly encouraged to visit the Department of State's website to view these warnings and stay up to date on any new developments. IMG also encourages U.S. citizen travelers to enroll in the Smart Traveler Enrollment Program receive safety alerts, communication support, and emergency assistance while traveling.

IMG's travel protection plans, including but not limited to iTravelInsured Choice, Travel Lite, Travel SE, and Travel LX plans, exclude coverage for losses resulting from hostilities between nations and acts of war. Most of IMG's Patriot Travel Series and other IMG medical products exclude coverage for losses directly resulting from participating in acts of war and terrorism. However, coverage may vary depending on the specific plan, so IMG insureds are strongly encouraged to review their policy documents for details on how their coverage may apply.

IMG insureds are also strongly encouraged to review the terms and conditions around the Political Evacuation and Repatriation benefit of their plan, as coverage applies only when a level 3 or level 4 travel advisory is not in effect at the time of purchase and prior to travel. As always, all claims for existing IMG customers will be reviewed and adjudicated according to the terms and conditions of their policy wording.

IMG continues to issue some new international travel medical insurance plans to travelers with a Middle Eastern country as their destination. If a country is no longer available for travel or coverage, you will no longer be able to purchase a plan for that destination from our website. Any misrepresentation made at the time of purchase regarding your destination country or countries will deem the policy null and void.

This notice is provided for general informational purposes only and does not supersede in any way the terms and conditions of your insurance plan, which is the only source of the actual benefits provided.

If you have questions, please contact your IMG representative or the Sales Service Center at +1.317.655.9799 or insurance@imglobal.com. We will continue to provide updates as the situation evolves.

Insurance benefits contained within the iTravelInsured plans described above are underwritten by either SiriusPoint America Insurance Company or United States Fire Insurance Company; please refer to your plan wording. C&F and Crum & Forster are registered trademarks of United States Fire Insurance Company.

