



Welcome back, teachers!



TieCare's Jimmy Nguyen on the scene in Cairo. Jimmy covers Africa.



TieCare's Diane Cramer on the scene in Bali. Diane covers South Asia.

TieCare International's growing staff of Regional Vice Presidents and Field Representatives are on location to serve the insurance needs of our thousands of educational members around the world.

Back to School for international teachers around the world also means Back to School for Tie Care International's expanding team of Regional Vice Presidents and Field Representatives.

Now a team of 19 strong, TieCare reps make Back to School appearances at all member schools each Fall to give an explanation of how TieCare International's health, life and disability insurance products work. TieCare reps give a thorough review of the Schedule of Benefits and explain how to file and be reimbursed for claims.

Since 1983, TieCare has used the same practice of having field representation located near their clients to become the leading supplier of employee benefits to the international educational community.

As Andrew Thorburn, president and CEO of Global Benefits Group and TieCare

International, puts it:

"We can offer better service to our customers because we are the only insurance company with Field Representation around the world."

TieCare added three new Field Representatives this year to ensure top-level service around the world: Diane Cramer for South Asia; Denise Giammattei for Latin America; and David Lim for Southeast Asia.

Diane Cramer will be a familiar face to some international educators: She's starting a new career with TieCare after 30 years as an international teacher in seven different countries since 1978.

"I know what type of health insurance international teachers need," Cramer said. "And I also know how TieCare works. I enjoyed TieCare coverage at several of my teaching stops."

New features: Wire transfer for reimbursement; GBG Assist goes 24/7

Global Benefits Group and Tie Care International now offer the option of wire transfer for claims reimbursement to members without a U.S. bank account.

GBG picks up the cost of the wire transfer, and the member is responsible for any fees or charges by the receiving bank or any intermediary banks.

To receive wire transfer for your claims reimbursement, simply indicate this preference on your claims form.

TieCare members also can continue to receive reimbursements through Direct ACH (Automated Clearing House), check, or their Claims Reimbursement Card.

TieCare members also will benefit from increased customer service support from GBG Assist, our 24/7 medical emergency and case management service. GBG Assist now operates with a live "Call Center" that is fully operational 24 hours a day, 7 days a week.

The new around-the-clock hours of GBG

Assist means members can be assured that they always have a place to turn in the event of an unforeseen event anywhere in the world.

GBG Assist continues to handle the same important services as in previous years: pre-authorization, case management and emergency evacuation. Staffed with multi-lingual members around the clock, GBG Assist is ready to take control of each medical case as it unfolds. Contact information for GBG Assist appears on your membership card.

TieCare Field Representatives

China

Armando Baez, RVP.....ALBaez@gbgi.net

South and Southeast Asia

Linda Roberts, RVP.....Linda.Roberts@gbgi.net
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Africa / Middle East

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