	International Traveler Emergency Response Plan

Students, faculty, staff and student organizations travel to many international locations, including RIT's global campuses, for business and academic purposes. When a travel emergency occurs, prompt attention is necessary. This plan provides guidance for travelers, trip leaders and global campus contacts on how to appropriately respond to an international travel emergency.

International travel emergencies *may* include:

- Loss of important documents (passport, visa, or identification)
- Significant accident or illness including hospitalization
- Significant mental health issue
- Political crisis including acts/threats of war/terrorism
- Disappearance or kidnapping
- Allegation of sexual harassment or sexual assault
- Arrest or questioning by local authorities, legal action, or allegation that someone is the victim or perpetrator of a crime.

Information or requests for assistance related to travel emergencies may be received by a number of RIT staff. These requests for assistance should be immediately referred to RIT Public Safety (see Addendum A for additional contact information).

<u>What to do in case of an international travel emergency:</u>

Take the following steps, as appropriate, to ensure the safety and well-being of those involved:

1. **Your first responsibility is to protect the safety and well-being of those impacted,** whether this means obtaining prompt and appropriate medical attention, U.S. embassy intervention, or police assistance.

2. Once the situation is stable, if you need assistance with medical care, a travel problem or a security concern, the first step is to call **RIT's CRISIS24 Call Center** (contact information is located in **Addendum A** of this document). Coverage is provided to all RIT employees and to students travelling on RIT programs. (For non-RIT programs, the partner or university operating the program will generally provide similar coverage). Once the urgent matter is triaged by CRISIS24, you may be transferred to a secondary travel assistance provider – CHUBB-AXA. Their services include but are not limited to: medical provider search and referrals, medical monitoring, coordination of medication, and emergency medical evacuation and repatriation. In addition

travel services are available including assistance with replacement of lost travel documents, translation, transfer of funds and global intelligence information. For questions about these services, contact David Armanini, Executive Director of Risk Management at (585) 475-2040.

Student travelers will receive a confirmation email that will include their unique ID number along with a description of services prior to departure. The email will originate from enrollment@acitpa.com. For faculty and staff, the card is available on the Risk Management website. Policy/ID numbers differ, but travelers are all covered by the same worldwide emergency travel assistance vendor.

All travelers should register for the vendor's online portal and download the mobile application (detailed instructions are in **Addendum B**.) Once registered in the portal, travelers can access important health and safety information, sign up for location alerts, and search for medical providers. Travelers should add the vendor contact information in **Addendum A** to their mobile phone contacts for use in an emergency.

Once a traveler opens an assistance case, a case number is assigned and the vendor will engage RIT's Global Risk Management Department for follow-up, as appropriate. For medical assistance, travelers will be asked to sign a Health Insurance Portability and Accountability Act (HIPAA) release form so that certain details may be shared with RIT personnel. Public Safety can also assist with opening a case if needed.

*Travelers who have registered/booked their travel through the offices of Study Abroad or Career Services and Co-op, or who have booked travel through one of RIT's preferred travel vendors (Tzell, Town and Country, and Van Zile) will be automatically enrolled in a travel tracker system. **If you booked travel using any other means, you may forward any confirmation or itinerary for flights, accommodations and any other method of transport to rit@tripdata.crisis24.com using your RIT email address (if you use a personal email address, include your RIT email address in the CC section of the email) or you can add the information to the mobile app.** For emailing instructions of what to include, see the Guide: Trip Email Parsing (see Addendum B). If you choose to add the details of your trip using the app please see the Adding a Trip Instructions (see Addendum B).

3. Contact RIT – Public Safety (be sure you know how to dial the United States from your location. One or more additional codes may be required).

   - Emergency: (585) 475-3333
   - General: (585) 475-2853
   - Text: (585) 205-8333

Brief the Public Safety officer, in detail, about the situation. Make every effort to reach Public Safety by telephone rather than e-mail or text as there are a number of issues that they will want to discuss with you during a crisis. The following information will likely be requested:

- Name of the individual(s) involved (including your own)
- RIT affiliation (RIT or GDC student or employee)
- Reason for travel (study abroad, co-op, employment at RIT location, conference, etc.)
- Location calling from (country, city, address)
- How the individual can be reached
    - Telephone number, including country code
    - Mobile phone number
    - E-mail address
- Situation individual is calling about
- Action individual needs from RIT

Public Safety will notify RIT officials per internal protocols. Follow directions from responding personnel. During an on-going crisis, keep RIT informed on a regular basis about the evolution of the crisis, until it has passed. Your main contact may be a Public Safety Officer or someone in another department who will take the lead.

4. Advise your in-country partner of the situation. **Addendum A: RIT Global Emergency Contact List** has contact information for all of RIT's global campuses.

5. Contact others who are travelling with you, as necessary. You may need multiple methods of communication. Be sure to have cell phone and landline numbers, email addresses, and/or social media contacts. Provide clear and unambiguous instructions to fellow travelers. Try not to panic.

6. If necessary and appropriate, contact the local embassy. U.S. citizens should be enrolled in [STEP (the State Department's Smart Traveler Enrollment Program)](#) in order to receive timely notifications from the U.S. embassy. Non-U.S. citizens should contact their embassy/consulate regarding similar programs.

7. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk:

- Keep a low profile.

- Avoid demonstrations, confrontations, or situations where you could be in danger.
- Avoid behavior that could attract attention.
- Avoid locales where foreigners or Americans are known to congregate.
- Avoid carrying or wearing anything that would identify you as an American/foreigner.

RIT monitors major world events. If a significant crisis occurs, RIT personnel will attempt to contact travelers who are registered in the travel tracker system to confirm their status. Please monitor your cell phones and emails and respond promptly. If in need of assistance, [contact Public Safety.](#) Although every reasonable effort will be made to allow for the continuation of programs, travelers may be required to return to the U.S.

8. It is highly unlikely that participants would need to be evacuated from a site abroad. However, if this becomes necessary, the office of Global Risk Management Services would develop an evacuation plan with the travel assistance vendor and advise travelers and/or local international campus emergency contact to begin preparing evacuee roster which will include:

- Names of individuals (evacuees) to be evacuated
- Evacuee nationalities
- Evacuee passport numbers and expiration date
- Evacuee visa or residential permit details
- Evacuee gender
- Evacuee age

9. Establish meeting place for your group – a nearby hotel or university may be appropriate.

10. Make regular contact with the impacted individual(s) and with the responding personnel from RIT until the issue is resolved.

Addendum A: Global Emergency Contact List

RIT Henrietta/Rochester Campus:
Public Safety
Emergency Phone: (585) 475-3333 (This phone is answered 24 hours a day, seven days a week.)
Text: (585) 205-8333
Non-emergency Phone: (585) 475-2853

Global Risk Management Services
Office Phone: (585) 475-4903 (This phone is answered during normal working hours: Monday through Friday, 8:00 a.m. until 4:30 p.m. EST. At 4:30, this phone line goes to voicemail and messages are retrieved and answered the following business day.)
Email: grms@rit.edu

David Armanini, Executive Director of Risk Management
daaehs@rit.edu
(585) 475-2040 (office phone)
(585) 410-0753 (cell phone)

Office of Co-op Education and Career Services:
Maria Richart, Associate Director
Mjroce@rit.edu
(585) 475- 5479 (office phone)
(585) 802-7240 (Cell, Facetime)
Skype: Maria.J. Richart

Office of International Education and Global Programs
Office Phone: (585) 475-4466 Office fax number: (585) 475-7633
Jenny Sullivan, Director of Education Abroad & International Fellowships
jlrsrap@rit.edu
(585) 475-3224 (office phone)
(585) 752-9448 (cell phone)

RIT Croatia Campuses:
Ivona Labas, Finance manager, Emergency Plans Coordinator
Ivona.Labas@croatia.rit.edu
Phone: +385 99 311 2937

Zagreb Campus:
Marina Drmač, Career Services & Alumni Manager
marina.andros-drmac@croatia.rit.edu
Phone: + 385 (0) 1 643 9100

Dubrovnik Campus:
Petra Vodopija, Career Services & Study Abroad Specialist
petra.vodopija-borkovic@croatia.rit.edu
Phone: + 385 (0) 20 433 000

RIT Dubai Campus:

Study Abroad Student Contacts:
Kelly Gosa, Associate Director of Student Affairs
klgcad@rit.edu
+971 4 371 2017 (office phone)
+971 56 536 4509 (mobile phone & whatsapp)

Farah El Wakeel, Senior Student Affairs Coordinator
fhecad@rit.edu
+971 4 371 2050 (office phone)
+971 54 5838237 (mobile phone & whatsapp)

Other Dubai Campus Contacts:
Fadi Hussein, Human Resources Manager
fhhcad@rit.edu
+971 4 371 2030 (office phone)

Shashini Fernandes, Human Resources Coordinator
ssfcada@rit.edu
+971 4 3712031 (office phone)
+971 50 4043105 (mobile phone)

Aiden Urak, Government Relations Officer
uxacad@rit.edu
+971 4 3712084 (office phone)

Saleh Yammout
Vice President, Finance and Administration
smycad@rit.edu
+ 971 4 3712072 (office phone)
+ 971 56 783 7444 (mobile phone)

RIT Kosovo Campus:
Gërmia Campus, Dr. Shpëtim Robaj st. nn
10000 Prishtina, Republic of Kosovo
Main Campus phone: +381 (0) 38 608 608
Emergency: +38649 774 117 or +38138 608 608 ext. 155

Lendita Rugova
Director of Employee Relations
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Dean of Faculty
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+386.49.339.939

RIT China – BJTU Weihai
Xiandai Road 69 Nanhai New District,
Weihai, Shandong, China (zipcode: 264401)
Beijing Jiaotong University (Weihai campus)

Julie Cecchini
Email: jtccada@rit.edu
Phone: 1-413-342-0720

Yue Pan
Email: panyue@bjtu.edu.cn
Phone: +86-13127281318

RIT China – BJTU Beijing
Beijing Jiatong University
Shangyuancun 3, Xizhimenwai
Haidian District
100044 Beijing

Julie Cecchini
Email: jtccada@rit.edu
Phone: 1-413-342-0720

Ping Yin
Email: pyin@bjtu.edu.cn
Office: (86-10) 5168-7184
Mobile: (86) 139-0124-6806

Security or Medical Services: 24 Hour Hotline – CRISIS 24 Horizon

RIT has partnered with Crisis24 to keep employees and students informed and secure while traveling abroad on RIT business. For relevant travel alerts and quick access to assistance, be sure to download the Crisis24 Horizon Mobile app from the App Store and register using Single Sign On (SSO) with your RIT credentials.

Horizon App Utilities
Hotline: Connect with the 24x7 Hotline Center for security or medical assistance via the app or dial +1-443-569-0230
Crisis Signal: Alert the Hotline center that you need assistance but cannot speak out loud. Location services must be enabled.
Check-in: Confirm your safety and location if desired.
Alerts: Relevant intel based on your settings.

The dedicated hotline can be used for emergency assistance with security or medical concerns, and for non-emergency assistance such as a lost or stolen passport, legal referrals and more.

Worldwide Travel Assistance Vendor Chubb/AXA:

For medical referrals, evacuation, repatriation or other emergency travel services please call:
Travel Assistance Program 1-855-327-1425 (Toll-Free)
1-630-694-9802 (Direct Dial)
medassist-usa@axa-assistance.us

For non-emergency information including access to global health and safety information, visit https://travelassistance.chubb.com/. Travelers will be required to register for the online portal. See **Addendum B** for more details.

Addendum B: Worldwide Emergency Travel Assistance Vendor Portal Instructions

CRISIS24HORIZON

Keeping You Informed and Safe, Anywhere in the World

RIT | Rochester Institute of Technology

CRISIS24

Expertise. Technology. Simplicity.

Crisis24 Horizon is the new risk management platform from security experts, Crisis24. We encourage you to access and utilize the new technology as part of our risk management program. The platform is available on both desktop and mobile apps and offers extensive threat intelligence and a range of features to help keep you informed and safe - no matter where you are. **The current Worldcue app will be decommissioned on 19 FEB 2024**

What Are the Benefits of Horizon?

- Alerts of threats and disruptions - set up notifications and stay informed!

- Risk Ratings and Location Intelligence of safety & security issues in countries, provinces, and cities worldwide.

- Awareness of Threat Zones - areas within cities and regions that are of higher risk than the surrounding areas - such as high-crime neighborhoods.

- Advice Sheets to mitigate a range of safety and security issues.

- Hotline and Crisis Signal on the mobile app to use in times of need.

- RIT 24x7 Assistance Hotline: **+1-443-569-0230**
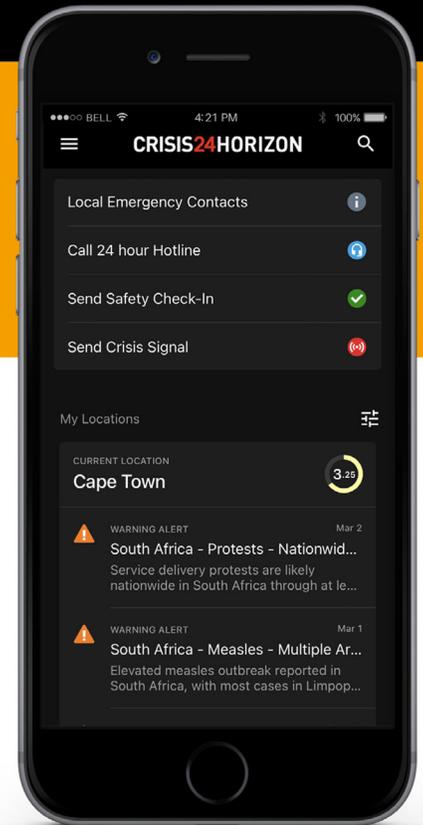
How to Access Horizon

Desktop

Go to https://crisis24horizon.com/rit

Mobile App

Download Crisis24 Horizon Mobile App
Available on iOS and Android

Download on the App Store

GET IT ON Google Play

OPPO
ColorOS
(OPPO Store)

search for Crisis24 Horizon Mobile

Logging In

1. Open the mobile or web app, enter your RIT email address, and tap Sign In.

2. On the next screen, enter your RIT credentials and again tap Sign In to enter Horizon and complete onboarding.

Desktop: Go to Preferences, located under your name on the top-right, and set up your preferred notifications.

Mobile: Follow the prompts to enable Push Notifications and Location Services to receive alert notifications based on your current location. You can monitor and receive notifications for other locations by adding them to your main dashboard.

A GARDAWORLD COMPANY

CRISIS24HORIZON

Guide: Trip Email Parsing

This Crisis24 Help Center article was printed on 2/6/2024 at 13:41. To ensure the latest version and access to related content via hyperlinks within the article, it is recommended to login to the Help Center via Horizon for the live version when possible.

Crisis24 offers an easier way to capture trips booked outside an organization's corporate travel booking systems. The email parsing integration allows users to forward their air, rail, hotel and car rental confirmation emails to an email address customized for their organization. Using the email parsing feature, the trip will be created in Horizon and allow for managing, searching, and reporting of the trip information in the system.

Forward Travel Confirmation Emails to Email Alias

Automated Parsing & Ingestion of Itinerary Details

View Itinerary in Horizon
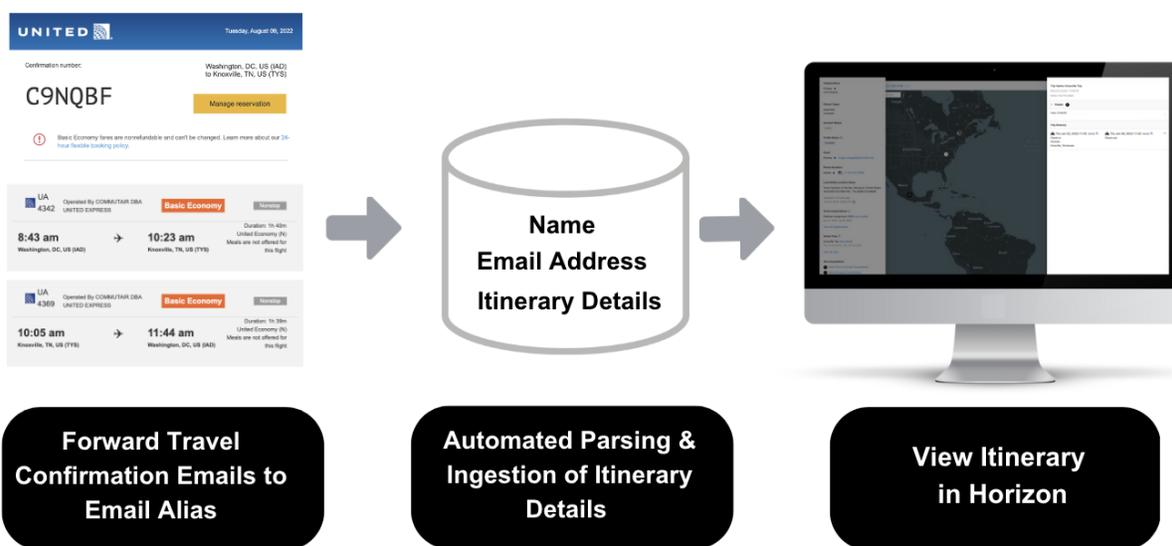
How it Works

As part of setting up Email Parsing, Crisis24 works with your organization to create a custom email address that is hosted by Crisis24. The email address will be something that is easy for your employees to remember, such as clientname@tripdata.crisis24.com. After setup, the process works as follows:

1. The user books travel and receives the confirmation email from a travel booking service.
2. The user then forwards that email to the customized email address set up by Crisis24.
   A. When possible, confirmations should be forwarded from the employees corporate email account; allowing Crisis24 to associate the itinerary with the correct Horizon profile. Confirmation emails are accepted from personal email addresses, but an additional profile may be created and additional processing may be required.
   B. When forwarding from a personal email or when forwarding on behalf of another user, include the traveler's corporate email address in the CC section of the email, this will supersede the From email address as the traveler for the trip.
3. Once received, Crisis24 parses air, rail, hotel, and car reservation details and creates a trip in the system. Parsing is supported in 27 languages (listed below). Within hours, the parsed travel details are available in Horizon.

Best Practices

Forward the original confirmation email to ensure we are able to collect all available information. Emails can be forwarded normally (HTML email) or attached to a new email as a PDF, if that was the format provided when booking. Email Parsing is done through automated template scanning, if an email is manipulated in any way, it no longer fits the template and cannot be scanned.

Do Not Send Confirmation emails with:

- Conversations, or any text added above the confirmation email
- Photos or scans of confirmation emails/itineraries
- Multiple confirmation emails in one email thread
- Multiple confirmation files in one email

Languages

Email Parsing integration supports confirmation emails in the following languages:

- Bulgarian
- Catalan
- Chinese
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Hebrew
- Hungarian
- Indonesian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Spanish
- Swedish
- Turkish
- Ukrainian
- Vietnamese

Supported Travel Providers

Click here to view the list of Crisis24's supported travel providers.

Adding a Trip

This Crisis24 Help Center article was printed on 2/15/2024 at 14:06. To ensure the latest version and access to related content via hyperlinks within the article, it is recommended to login to the Help Center via Horizon for the live version when possible.

Crisis24 Horizon enables users to maintain Trip information in the system. Trip information stored in Horizon can be used in a variety of ways: through person search, people affected alerts, reports, etc. Having access to this information helps admins to identify threats and disruptions that could impact the safety and security of users who are travelling. Users are able to add their own trips from Trips tab of the Profile. By default only Risk Managers and Organizational Administrators can add trips for others to the system. The information provided below shows all the fields that are available to be entered while adding a trip to Horizon. It is recommended to provide detailed and complete information in order to get the most out of Horizon.

Navigation: *Profile button > Trips > Add New Trip*   +
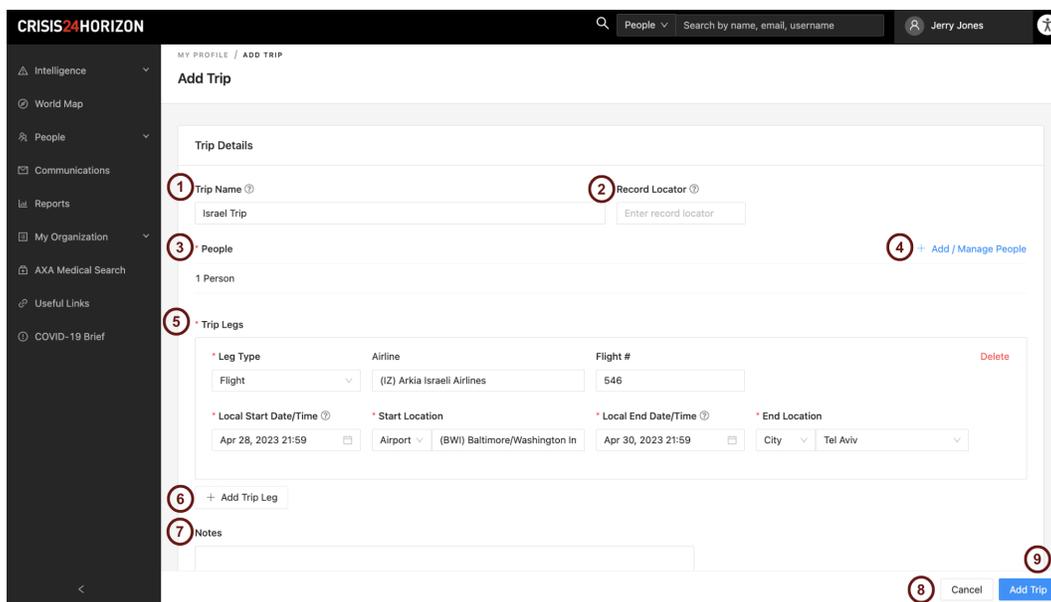
1. **Trip Name-** Users can choose to add a name for this trip. This name will be used to help identify existing Trips. There is a maximum character limit of 200.
2. **Record Locator-** Users must add a reference identifier or confirmation number for the trip. This could also be the 6-character reservation code generated by the travel management company.
3. **People**- displays the total number of people on the trip. By default, '1 Person' will be listed unless edited by the user.
4. **Add / Manage People**- Allows the user to see the people's names and email addresses on the trip. Users can click the trash can icon

to remove a person. Users can also use the search bar at the top to add additional people to the trip.
5. **Trip Legs**- displays all trip legs added. Trip legs are flights, accommodations, car or railways associated with the trip.

6. **Add Trip Leg**- clicking this button will allow the user to add a trip leg. The following are the available trip legs and additional details for each (the * indicates the field is required). *Note: the local start and end dates/times must be provided in the local time of the selected location.*
   A. **Flight**
      I. **Airline**
      II. **Flight #**
      III. **Local Start Date/Time***
      IV. **Start Location***
      V. **Local End Date/Time***
      VI. **End Location***
   B. **Accommodation**
      I. **Hotel Name**
      II. **Location***
      III. **Local Start Date/Time***
      IV. **Local End Date/Time***
   C. **Car**
      I. **Car Rental Company**
      II. **Local Start Date/Time***
      III. **Start Location***
      IV. **Local End Date/Time***
      V. **End Location***
   D. **Rail**
      I. **Railway**
      II. **Train #**
      III. **Local Start Date/Time***
      IV. **Start Location***
      V. **Local End Date/Time***
      VI. **End Location***
7. **Notes**- Users can add notes they wish to make about the trip in the box provided
8. **Cancel**- If the user does not wish to retain the trip, clicking *Cancel* allows the user to discard changes. If information has been entered or edited, there will be a warning message for the user to which they can Cancel to return to the Add a Trip page and continue working or click OK to discard changes and return to the Trips tab of their profile.
9. **Add Trip**-Once the user has completed the trip information and is ready to save, click Add Trip. A confirmation message will appear on the bottom indicating the new trip was successfully added. The user will be returned to the Trips tab in their Profile.

CHUBB®

Member's Guide to

Travel EYE

Travel Assistance Service Online Portal
Powered by AXA Assistance

TABLE OF CONTENTS

Welcome to your Travel EYE Portal

Chubb North America - Accident and Health Travel Assistance Portal, Travel EYE,
powered by AXA Partners (formerly AXA Assistance)

Overview

Travel EYE is a mobility risk management platform that identifies and reports security incidents worldwide 24/7 and provides users with over 200 country and city risk profiles. Moreover, the platform includes various risk layers and medical providers globally.

Key Features

- Health, medical, safety and security events per location
- Country and city risk ratings/ profiles
- News and real-time security alerts to subscribe to
- General travel tips
- Find a provider

Three Easy Steps

Step 1 - Register

First time user registration

Step 2 – Download app

Download app after registering

Step 3 - Explore

Prepare your trips or find a provider near you in Travel EYE

Link to Website

CHUBB

Click to Start

To access the portal, go to:
travelassistance.chubb.com

Questions

If you require more information, please contact your HR or AXA Partners

E-mail AXA Partners

Attention

AXA TravelEye launched enhanced portal in June, 2020. When accessing TravelAssistance.Chubb.com, it first directs to Chubb's transition page that includes introductory and instructional details of the new Travel Intelligence Portal before being redirected to TravelEye.

How to Register

1. First Time Users

    a.   Registration is required for all first time users.

    b.   Go to TravelAssistance.Chubb.com

    c.   Click on "Log in Here" under the Travel Intelligence Portal
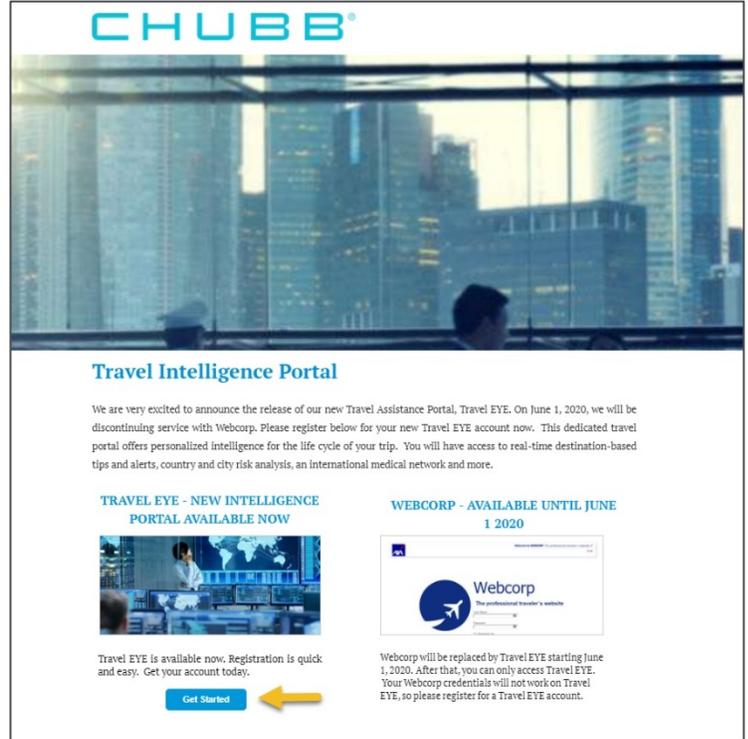
2. Create Account

    a.   You will be asked to create an account by providing the following:

         Ɏ Username

         Ɏ Work e-mail

         Ɏ Password
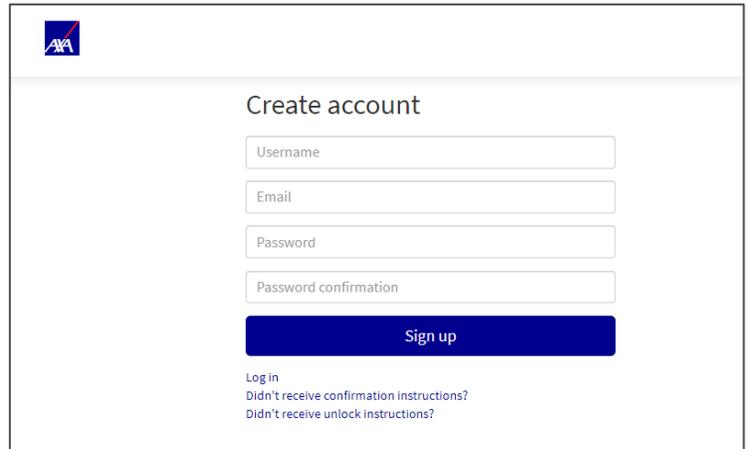
3. Confirmation E-mail

   a. A confirmation email will be sent to your provided e-mail address.

   b. Verify your account via the link provided within the confirmation e-mail.

Fri 11/10/2019 09:58
<noreply@travel-eye-axa.com>
Confirmation of your AXA Travel Eye Account

To

Welcome Megan Prescott,

Thank you for registering your account in AXA Travel Eye.

Please confirm your email through the link below.
Confirm my account

Need Assistance?
If you require emergency travel assistance, please contact AXA Assistance at +1-312-000-0000.
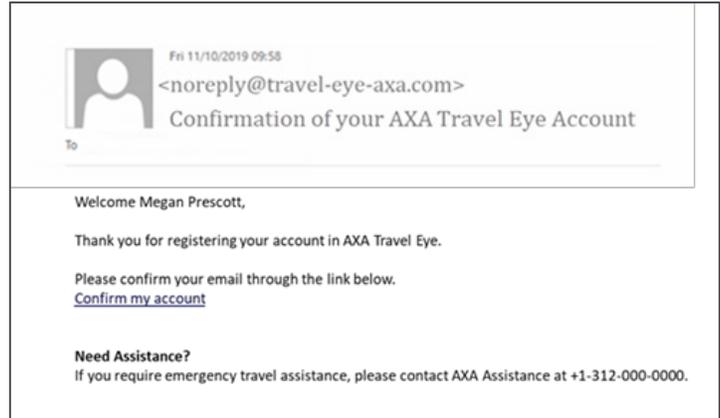
4. Sign In Portal

   a. You will be taken to the portal after verifying the account

   b. Log in using the username and password you created

Log in

E-mail or username

Password

☑ Remember me

Log in

Forgot your password?
Didn't receive confirmation instructions?
Didn't receive unlock instructions?
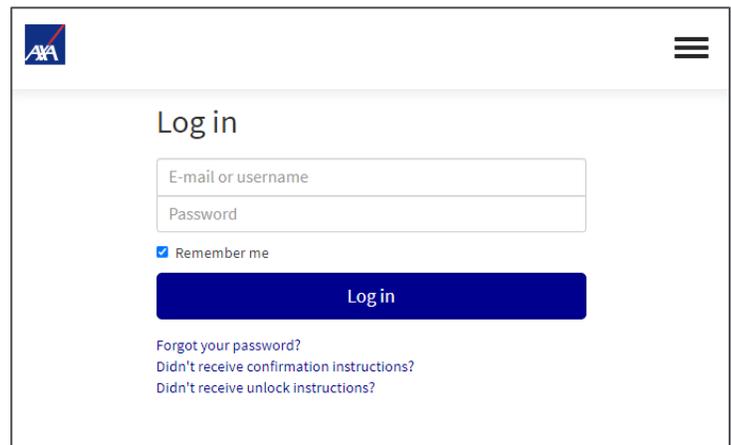
5. Edit your Profile

   a. You can edit your profile which includes:

   · A variety of language options

   · Time zone

   · Country of employment

   · Personal information and password

   · Enable two-factor authentication
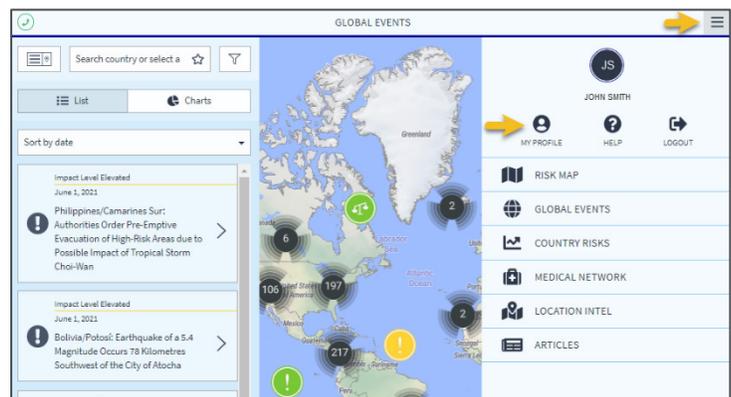
6. Download Mobile App

a. After you create your account, download the **Travel EYE by AXA Partners** mobile-app from the Google Play and Apple iOS app store
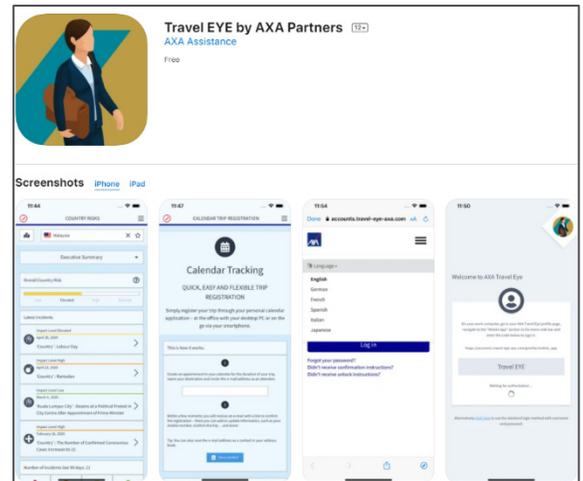
7. Mobile App - Option 1

a. On your computer, log into your Travel EYE account

    Ϋ   Go to your '**Profile**'

    Ϋ   Click on '**Mobile App**'

    Ϋ   To activate mobile app, enter the **8-letter authorization code** shown on the Travel EYE app.
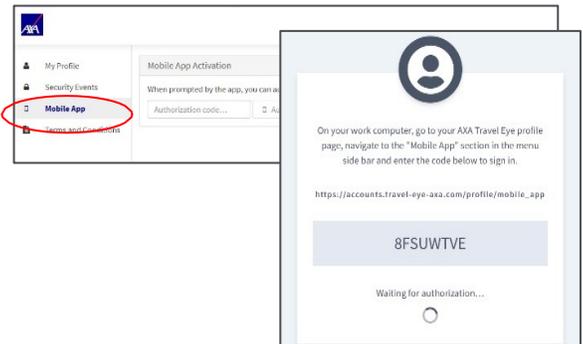
8. Mobile App - Option 2

a. Click on the link shown in the mobile app to use the standard login method with the username and password you created

9. More Help?

A more detailed User Guide can be found in the '**Help**' section under the main menu
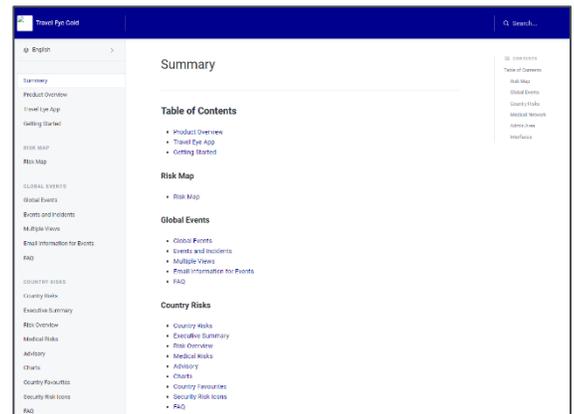
Frequently Asked Questions (FAQ)

1. What is the Chubb Travel Assistance Portal?

Chubb's Travel Assistance Portal, Travel EYE, managed by AXA Assistance Services features information and tools to support travelers before and during their trips abroad. Travel EYE identifies and minimizes travel risks by identifying relevant security incidents that may affect travel and provides users with over 200 country and city risk profiles. Key features include:

- Health, medical, safety and security events per location

- Country and city risk ratings and profiles

- News and real-time security alerts that you can subscribe

- General travel tips to prepare your trip

- Access to AXA's international medical network

A variety of tools have also been integrated within the portal to support travelers in an emergency. These include:

- The Travel EYE app for IOS and Android (App Store or Google Play) offers the same functionalities as the desktop platform.

- The ability to send security information and tailored digests in an email to keep you informed about latest security developments.

- Dynamic medical provider search tool to find hospitals and doctors in a given location or landmark

- Availability of the site in several languages

2. How do I get access to the site?

Please go to the TravelAssistance.Chubb.com. Click on the Travel Intelligence Portal to create your account or login if you already have an account.

3. Can I search for medical providers overseas?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) internationally. This network of over 40,000 medical providers is maintained by AXA. Users can look up coordinates for a provider of choice as well as their address and phone numbers.
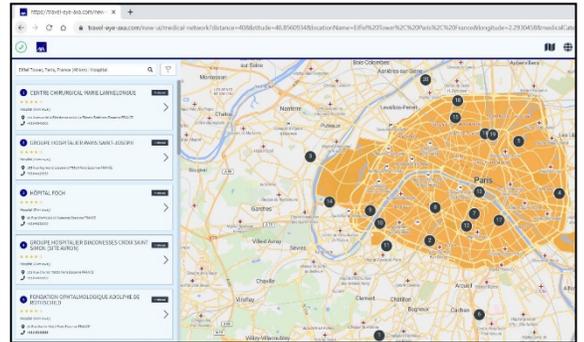
4. What are location intel reports?

Location reports allow users to create location-specific intelligence reports for 180 countries and 275 cities in 10 threat domains. Customized reports can be created by the users that include safety and security advice and travel tips for 150 topics. Health and immunization reports are also available to keep users abreast of up-to-date recommendations before or during travel.
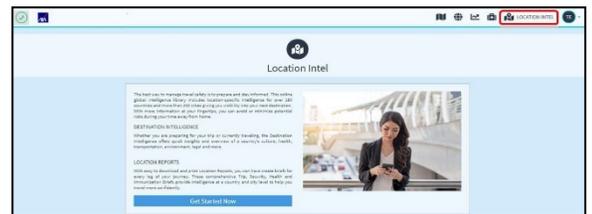

5. Is there a User Guide available?

Yes! A user guide can be found on the site. Go to your Profile and click on "**HELP**" to access the detailed guide.
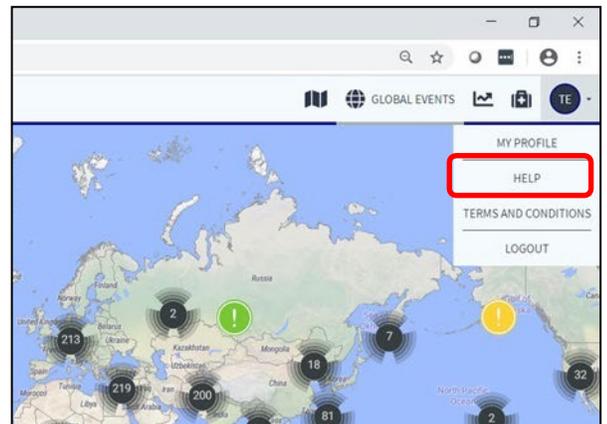
6. How is Travel EYE managed?

Travel EYE is managed by a dedicated team of analysts who permanently enrich and update the Portal using the most reliable sources. There is an international team of network specialists and in-house doctors who assess and validate a worldwide network of over 40,000 medical providers. There are also alerts

24 hours a day, 365 days a year powered by our security consultant, one of the leaders in the security market for intelligence and risk analysis.

7. What are the benefits of individual user registration?

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience, both through personalized content and servicing. Users can choose to display the portal or app in over eight languages and sign up to receive customized alerts for a preferred location.

8. Do you have an app?

Yes! Users will have access to all the same great features from the portal, along with the addition of location services.

9. How do I get access to the app?

1) To use the app, you should have registered for an account on Travel EYE.

2) After you create your account, you can download the Travel EYE by AXA Partners mobile app from the App Store or Google Play

3) On your computer, log into your Travel EYE account. Go to your Profile and click on "Mobile App". Enter the code shown on the Travel EYE app. The app will be activated.

10. What should I do if I have feedback?

If you have feedback or technical issues to share, please email medassist-usa@axa-assistance.us. We will look into the matter and get back to you should you request follow up communication.

Thank You.