

Traveling to the United States?

Lately, there are a lot of international news items regarding the US Customs and Border Protection (CBP) increased focus on travelers at US borders.

The news always highlights a possible occurrence as a general event. While CBP has been scrutinizing inbound international travelers more, it is not frequent and primarily at border crossings where the travelers are driving (Mexico and Canada). Travelers arriving at major international airports with up-to-date passports (and visas if required) should not experience any issues. Major airlines typically validate required paperwork before departing for the US.

Nonetheless, being prepared for any trip is the best policy.

Booking business travel

- Use only travel agencies approved by your organization to book your travel. Ensure that the contact information (email and mobile phone) on the reservation is the traveler's, not the person booking the travel for the traveler. This will help contact the traveler in case of an emergency.
- Apply for any required visa or travel requirements. Check the US State Department site. For expedited passport & visa services, see [How to Expedite Passports | CIBTvisas](#) (note, this is an external vendor).
- Prudential Global Security is available for pre-travel consultation as needed/requested. Email travelsafety@prudential.com.

Pre-Travel

- Make sure all required credentials are in place: Up-to-date passports that will not expire in the next six months; Appropriate visas, if required; Check the US State Department site for any other requirements for travelers from your country. Additionally, review information provided from International SOS (iSOS) to you via email upon booking your travel (Pre-Trip Advisory). Please let Global Security know if you did not receive an email advisory from iSOS.
- Download iSOS app at <https://www.internationalosos.com/assistance-app> to your smartphone (use the Pru membership number 11BCMA000216 and your Prudential email to register and log in).
- Confirm address and phone number for the appropriate embassies and consulates in location.
- Copy all materials that will be brought on trip (ex. airplane ticket, driver's license, credit card, passport, etc.). Make sure passport is up to date and valid for at least 6 months beyond your return date.
- Bring a printed copy of your travel itinerary with you (some destinations may require you to present it upon request). Make sure family, supervisor, and/or colleagues have copies of travel itinerary.
- Confirm the cell phone you will be using for travel has international calling. Contact your technology area or your procurement area (for company issued cell phones) or your carrier (for personal cell phones).
- If possible, consider obtaining a modest amount of foreign currency before you leave your home country.
- Carry a list with your blood type, allergies, medical conditions, and special requirements. It is a good idea to have a medical alert bracelet if you have a special medical condition.

- All travelers crossing the United States border are subject to CBP inspection. On rare occasions, CBP officers may search a traveler's mobile phone, computer, camera, or other electronic devices during the inspection process. These searches have been used to identify and combat terrorist activity, child pornography, drug smuggling, human smuggling, bulk cash smuggling, human trafficking, export control violations, intellectual property rights violations and visa fraud, among other violations. CBP has established strict guidelines, above and beyond prevailing legal requirements, to ensure that these searches are exercised judiciously and responsibly and are consistent with the public trust. If you have concerns or questions, review the US Customs and Border Patrol: [Border Search of Electronic Devices at Ports of Entry | U.S. Customs and Border Protection](#)

During Your Travel

- In the unlikely event you are stopped by CBP upon arrival to the US on business travel, comply with all requirements. If there are any concerns or issues, ask to contact your employer (Prudential Financial) – call the Prudential Global Security Command Center (GSCC, available 24x7) at +1-973-802-6675. Global Security will engage appropriate Prudential stakeholders (Legal and HR) to help address the situation.
- Prudential also works with International SOS (ISOS) to provide Prudential employees security services and medical assistance, 24 hours a day, 7 days a week, while they are traveling anywhere in the world. Call them at any time.
 - For an online ISOS membership card contact travelsafety@prudential.com
 - For the latest information on your destination and travel itinerary, get the ISOS Assistance app on your smartphone. The ISOS Assistance app can also be used to check-in in case of an emergency.
 - Download the app from the Apple Store (for iOS devices) or Google Play (for Android devices).
 - Contact travelsafety@prudential.com to obtain the Prudential membership number for the ISOS Assistance app.
 - Use the Prudential ISOS membership number and your Prudential email to register and log in to the ISOS Assistance app.
- The Global Security Command Center (GSCC) is available 24x7 for travelling employees to report issues/concerns. Global Security would follow SOPs to engage appropriate Prudential stakeholders to help address the situation.
 - For travel assistance and 24/7 support, contact the Global Security Command Center at +1-973-802-6675 or gsc@prudential.com.