GLOBAL TRAVEL ASSISTANCE SERVICES FOR EDUCATIONAL ORGANIZATIONS

Traveling requires attention to a number of unique details. A study from the Forum on Education Abroad shows that mitigating health and safety risks is a fundamental goal of all stakeholders in education abroad. You are covered with travel accident insurance along with travel assistance services to help you with travel mishaps or emergencies during your trip; this insurance coverage is provided by your educational organization. Whether it's a medical emergency, flight delay or lost luggage, we are here 24 hours a day, 7 days a week to support you.

24/7 Travel Assistance Services ID Card

Contact in the event of:

- Emergencies
- Eligibility verification
- Medical evacuations
- Assistance services
- Benefit plan contact information

To access your 24/7 Assistance Services website, visit aig.com/us/travelguardassistance or download the AIG Travel assistance app to your Apple or Android smartphone. Register with your policy number (using numerals only).

Report claims to AHClaims@aig.com
Accident & Health Claims Dept. | PO Box 25987 |
Shawnee Mission, KS 66225

WASHBURN UNIVERSITY

Travel Guard Services by AIG Accident & Health

24/7 ASSISTANCE SERVICES

MEDICAL ASSISTANCE

From physician referrals to assisting with emergency medical evacuations, we help travelers address their medical needs
with expediency and expert care.

- Hospital and provider assistance
- Emergency prescription replacement assistance
- Assistance with the renting and/or replacement of medical equipment

TRAVEL ASSISTANCE

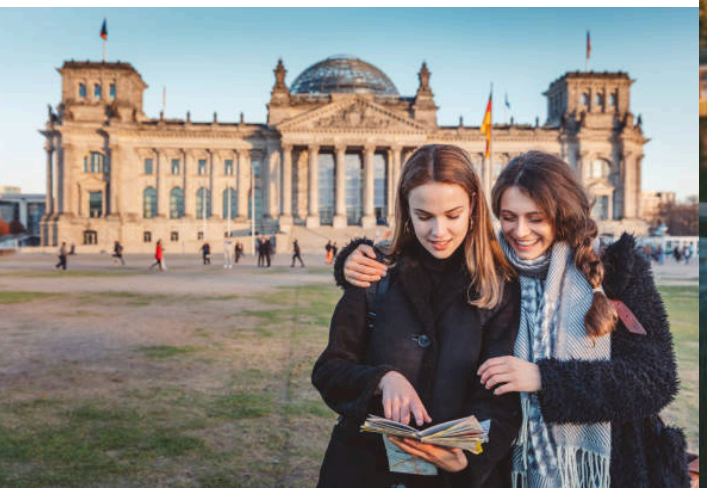
Flight delays, inclement weather, and other travel hassles are an unfortunate reality of travel today. We help keep travelers on the move with a broad range of assistance services, before, during and after their trip.

- Lost/stolen baggage assistance
- Lost passport/travel documents assistance
- ATM locater
- Identity theft assistance
- Emergency telephone interpretation coordination
- Legal/bail bond referrals
- Embassy and consulate information

TRAVEL ASSISTANCE WEBSITE AND MOBILE APP

The mobile app contains the below features in addition to a one-touch "Help" button to connect you to Travel Guard and a GPS-enabled healthcare provider directory.

- Travel Security Awareness Training — online instruction modules
- Country reports, city guides, case studies and pre-travel tips
- Ability to subscribe to security email alerts
- In-depth travel health and safety information
- Medical translations tool
- Drug brand equivalency tool



PERSONAL SERVICES

SECURITY ASSISTANCE

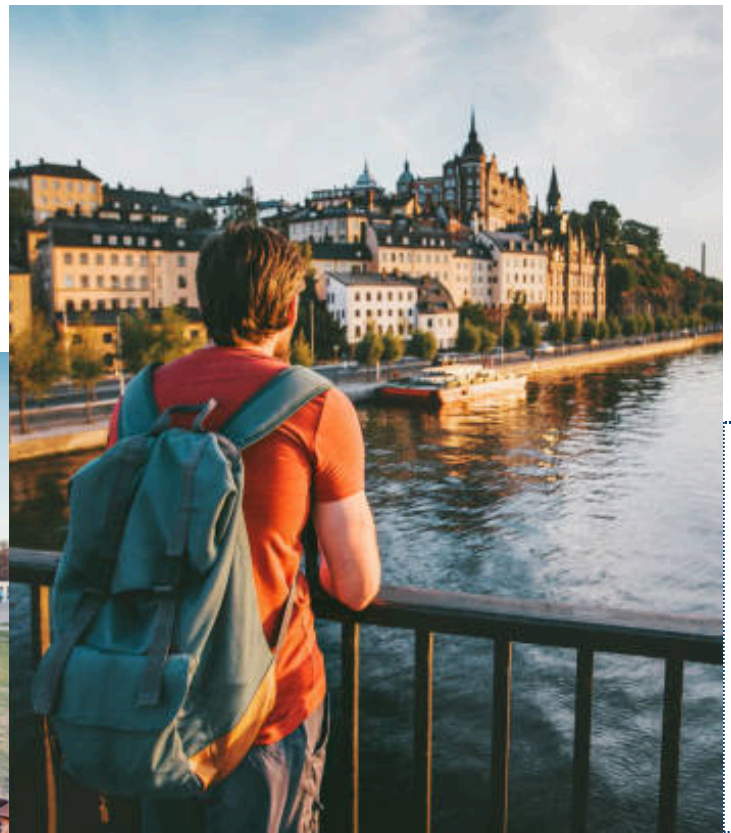
Through the support of a global network of security consultants, we respond to minor security incidents and life-threatening events.

- Security evacuation assistance with on-the-ground physical response
- Security and safety advisories, global risk analysis and consultation specialist
- 24-hour response services to assist travelers and their families during an incident
- Online access to up-to-date security intelligence
- Risk management consulting
- Risk, vulnerability and threat assessments

VIP PERSONAL ASSISTANCE SERVICES

Travelers also receive 24/7 concierge and personal assistance services.

- Ground transportation coordination
- Event ticketing
- Wireless device assistance



REGISTRATION FOR MOBILE APP AND WEBSITE

1 To access the full website on your desktop or smartphone/tablet device, visit: www.aig.com/us/travelguardassistance. Visit the Registration Guide section to watch a video tutorial OR To access the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel (you must be connected to Wi-Fi or cellular network). The app is only available on smartphones – not tablets.

2 Click on "Register." From the app tap on "Country where coverage was purchased" and select **"United States — Accident and Health"**

3 Provide name, email address (email address serves as your username) and policy number (on below Traveler ID card). If you receive a "duplicate email" error please click on "Forgot Your Password" to reset your password.

4 You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assistance website access. After you have successfully logged in and accessed the secure travel assistance website follow the below instructions for mobile access. In the event you do not receive an email please allow emails from **noreply@salesforce.com** and **AIGTravelAlerts@e5.aigdigital.com.**

5 You have the option to set up Touch ID to log in using your fingerprint or Face ID to log in using facial recognition (available only for phones equipped with Touch ID or Face ID).

Please detach the card below and carry it with you during the course of your trip.

AIG

Travel Guard®

TRAVELER ID CARD

Policyholder: Washburn University
Policy Number: 9160474

Toll-Free/Free Phone (within the U.S.): 1-877-832-3523
Collect/Reverse Charge (outside the U.S.): +1-715-295-1194
Email: assistance@aig.com
aig.com/us/travelguardassistance