

# AIG Travel's Assistance Services

Employees of eligible WorldRisk Foreign Commercial Package insureds<sup>1</sup> receive around-the-clock access to the medical and travel assistance services of AIG Travel if faced with a medical emergency, security issue, or unexpected travel problem.

AIG Travel's state-of-the-art global assistance centers work closely with medical facilities and air ambulance providers worldwide, so employees can receive quality intelligence and care, even in the most remote locations, 24/7.

## Travel Assistance Website

Employees have convenient access to the services of AIG Travel's worldwide network of assistance centers and service providers. Travelers can sign up for alerts, receive intelligence reports, and access a full array of services via the secure website, including:

- Email alerts containing security level developments such as terror attacks, major strikes, disasters or disruptions, and government warnings that may affect travel destination(s) and specific travel dates
- Country reports provide key information on political conditions, security issues, travel logistics, and cultural factors
- Travel health section educates travelers on health-related concerns, precautions, and requirements for destinations, with the ability to create personal travel health profiles
- Tools for finding medical provider contact information, translations of key medical terms, and drug brand equivalencies
- Security awareness training provides online travel safety videos, knowledge tests, and basic tools and information to be an aware, organized, and prepared traveler

## Travel Assistance Services

Flight delays, inclement weather, lost or stolen luggage, and other travel hassles are an unfortunate reality of business travel today. AIG Travel helps keep employees on the move by providing access to:

- Lost baggage search and stolen luggage replacement assistance
- Lost passport/travel documents assistance
- Embassy or consulate address and phone number contact information
- Travel information including visa and passport requirements
- Emergency cash transfer assistance based on a corporate guarantee or personal source of funds
- Translation services



AIG Travel's security services team is composed of personnel with a broad spectrum of security industry background, experience, and expertise, ranging from government, military, and law enforcement to corporate travel and asset protection. Global security analysts leverage a deep network of international contacts to gain valuable organic intelligence and utilize several supporting software systems to efficiently aggregate and process intelligence information.

For more information, please visit us at [www.aig.com/us/travelassist](http://www.aig.com/us/travelassist).

<sup>1</sup>Insureds need to purchase Foreign Voluntary Compensation and Employer's Liability or Travel Accident and Sickness coverage to access the services of AIG Travel.



## Medical Assistance Services

From physician referrals to coordination of complex medical evacuations, AIG Travel helps employees address their medical needs with expediency and expert care, including:

- Coordinating medical evacuation arrangements
- Medical monitoring by trained medical staff while undergoing medical care abroad
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local governmental procedures
- Providing physician/hospital/dental/vision care referrals when medical attention is required, including assistance with scheduling appointments
- Assistance with emergency prescription replacement while abroad
- Arranging special medical services when required (e.g., oxygen or a wheelchair)

## Emergency Security and Political Evacuation Services

Crisis situations such as political unrest, personal threats, and armed conflict can happen anywhere, at any time, endangering the security of employees working abroad. With the purchase of Emergency Security and Political Evacuation coverage, AIG Travel provides security and evacuation assistance to insureds' employees who are faced with a crisis event when outside of their home country.

- Benefits can be paid on behalf of the insured's employee, rather than by reimbursement, only when arrangements are made by AIG Travel
- Coverage responds to crisis situations occurring from political unrest, personal threats, and armed conflict
- Coverage does not require a government-issued warning to be activated
- Employees may be removed from their immediate location and taken to the nearest place of safety
- Evacuated employees, directors, officers, and guests have the option to return to their host country or place of assignment within 14 days if return is safe and permitted

## Additional Services

Travel Guard® Travel Tracer Powered by NC4™ is an online travel risk management solution that gives employers the ability to track and manage the safety and security of their travelers worldwide. This comprehensive, configurable system delivers actionable information and intelligence that helps reduce risk wherever employees work and travel, with the added reassurance of 24/7/365 access to AIG Travel's medical, security intelligence, and evacuation services.

Available features include:

- Real-time incident tracking including health and security incidents around the globe
- Alerts are targeted and relevant to traveler itineraries and company locations/fixed assets
- Daily global flashpoints keep employers and travelers informed of emerging world events that may affect travel and corporate interests
- Situation map provides the visible status of travelers and expatriate employees, as well as incidents and emerging events worldwide in proximity to travelers' current and pending trips
- Pre-trip advisories are customized and sent directly to travelers upon booking

Please contact us for a demonstration and a price quote. NC4™ is a Registered Trademark of NC4, Inc.

## Learn More

Contact us at [toserve@aig.com](mailto:toserve@aig.com) to learn more about WorldRisk's foreign casualty package options.



AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and global assistance. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services, including medical and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at [www.aig.com/travel](http://www.aig.com/travel) and [www.travelguard.com](http://www.travelguard.com).

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today we provide a wide range of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services to customers in more than 100 countries and jurisdictions. Our diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at [www.aig.com](http://www.aig.com) and [www.aig.com/strategyupdate](http://www.aig.com/strategyupdate) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: @AIGemea | LinkedIn: [www.linkedin.com/company/aig](http://www.linkedin.com/company/aig)

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