

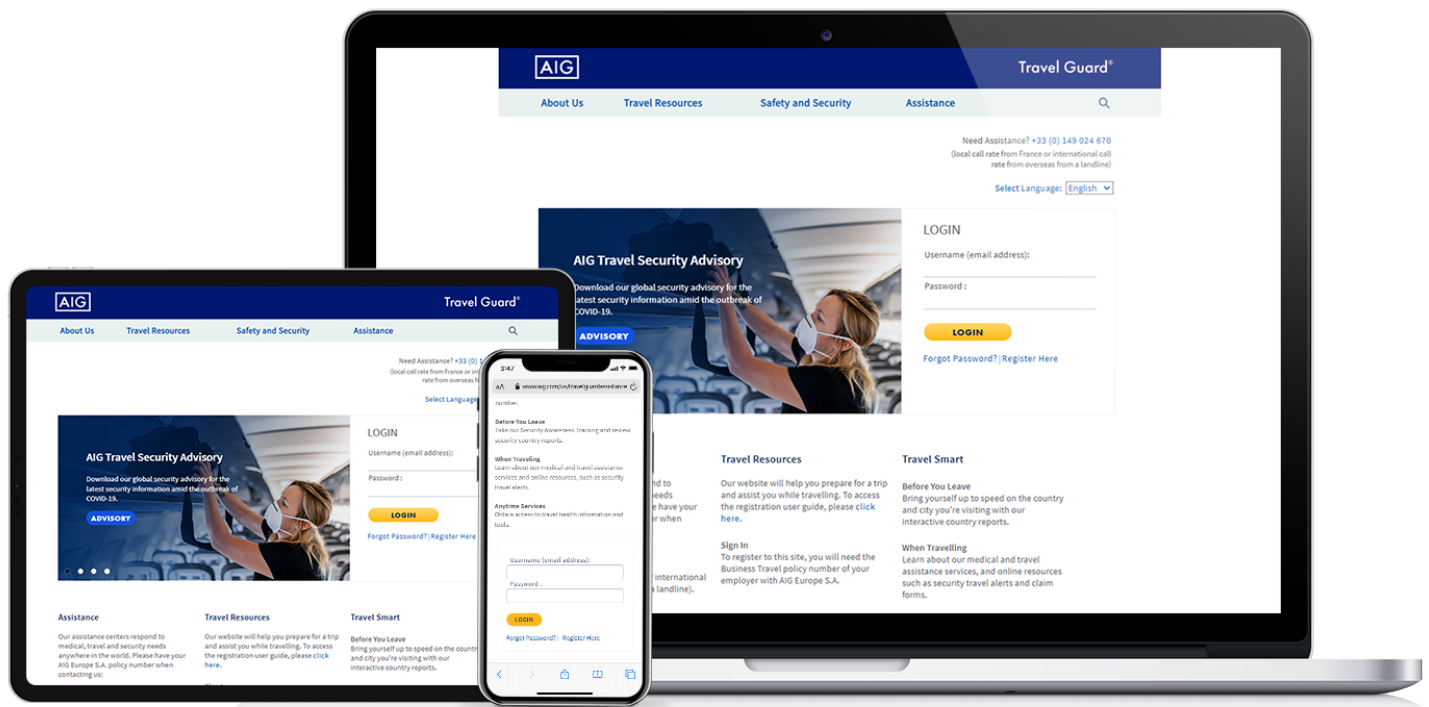


# AIG Travel Assistance Website and App User Guide



With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication in order to stay safe and secure. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only Travel Assistance Website and App provides travelers with convenient access to in-depth travel, security and health information 24/7/365.

This user guide contains instructions on how to access the secure Travel Assistance Website and App. If you require additional technical support related to the website or app, please click on "Contact Us" from the website or app and complete the form.



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## AIG Travel Assistance Website Features

**Alerts** contain security level developments, such as terror attacks, large-scale demonstrations and protests, major strikes, infrastructure/aviation/weather/health disasters or disruptions, significant threats, government warnings, major elections, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates via email. Also, subscribe to Editorial Travel News alerts for important news such as webinars.

**Country Reports, City Guides and Security Advice Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories.

**Case Studies** help you understand how we assist travelers from minor injuries to life-threatening situations.

**Travel Articles** share the latest travel tips and news on destinations worldwide.

**Assistance ID Card** is also available online in the event the physical card is lost or left at home.

**Travel Health** educates travelers on health-related concerns, precautions and requirements for destinations and ability to create personal travel health profiles.

**Medical Translations Tool** translates medical terms into multiple languages with ability to listen to the translation.

**Drug Brand Equivalency Tool** generates drug brand names and their equivalent names for multiple countries.

**Visa Letter** helps you to obtain an insurance certificate for visa purposes. *(OPTIONAL FEATURE\*)*

**Worldwide Provider Tool** offers 24/7 access to our network of medical providers' contact information, virtually anywhere they may go.

**Security Awareness Training** provides you with online travel safety videos and knowledge tests provide basic tools and information to be an aware, organized and prepared traveler.

*In addition, the comprehensive desktop travel assistance website is mobile-friendly on all smartphone and tablet devices.*

## AIG Travel Assistance App Features

### *Available for Apple and Android Smartphones*

**One Touch 'Help' Button** connects travelers directly to emergency assistance.

**Assistance ID Card** can be accessed via the app in the event the physical card is forgotten or lost.

**Country Reports, City Guides and Security Advice Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to favorite reports.

**Security Travel Alerts** emails subscriptions can be managed via the app to obtain security developments that may affect your travel destination(s) (subscribed email subscriptions will be sent to the registered user's email address).

**Check-in Feature** enables travelers to seamlessly notify contacts of their safe arrivals while traveling.

**Location Safety Ratings provided by GeoSure®** indicate risk conditions on overall safety, physical harm, women's safety, theft, LGBTQ+ safety, political freedoms, and health for various locations within cities around the world.

**Provider Directory** contains contact information for healthcare providers in various locations around the world with a map view and ability to turn on GPS and navigate to providers nearby.

**Medical Translations Tool** translates medical terms into multiple languages with the ability to listen to the translation.

**Drug Brand Equivalency Tool** generates drug brand names and their equivalent names for multiple countries.

**Security Awareness Training** online travel safety videos and knowledge tests provide basic tools and information to be an aware, organized and prepared traveler with the ability to email the certificate of completion.

**Visa Letter** helps you to obtain an insurance certificate for visa purposes. *(OPTIONAL FEATURE\*)*

**My Trips** enables travelers to add upcoming trips with the option to receive country alert emails and view trip advice.

**Currency Converter** generates daily exchange rates.

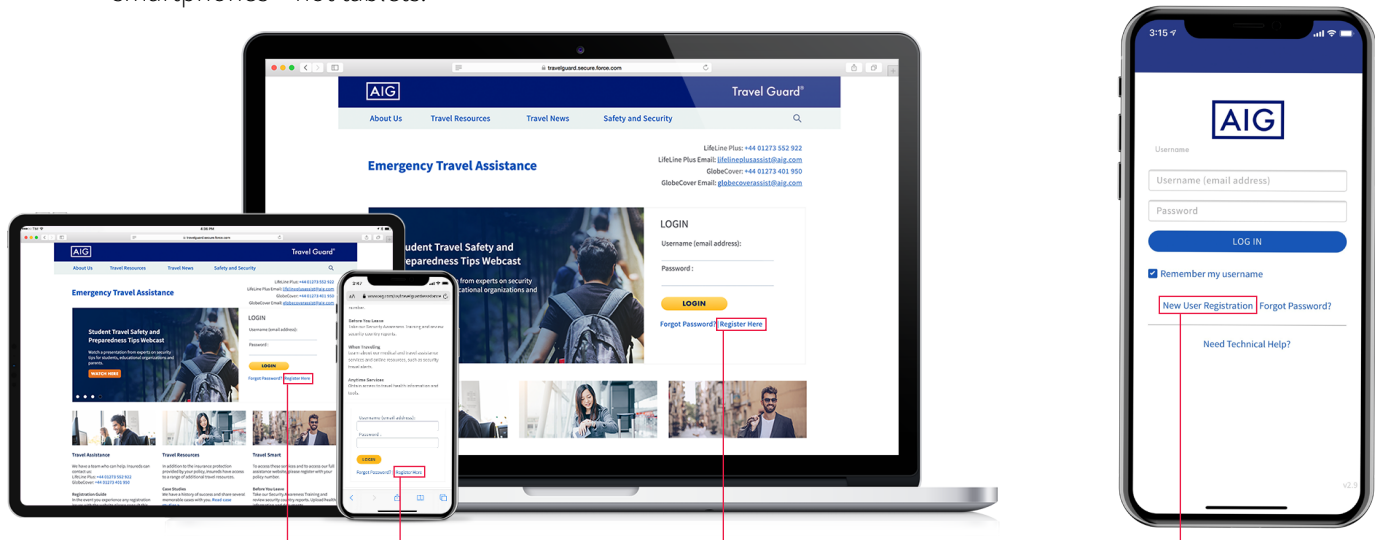
## Registration and Login Instructions for New Users on Desktop or Mobile

Once you have completed registration, the same login credentials may be used across all entry points (desktop/mobile site/mobile app).

- 1 To access the full website on your desktop or smartphone/tablet device, visit:  
[www.aig.com/us/travelguardassistance](http://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.



- 1 **Register to our website on a desktop, smart phone or tablet web browser OR register on our mobile app.**
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 (if you do not know your policy number please contact your Human Resources or Risk Management Team). 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. You will receive an automated email (check spam/junk folder and allow emails from noreply@salesforce.com and AIGTravelAlerts@e5.aigdigital.com) containing instructions to complete secure travel assistance website/app access.
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).

## Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to [www.aig.com/us/travelguardassistance](http://www.aig.com/us/travelguardassistance) on your desktop or smartphone/tablet device and log in with your existing credentials (do not click on “Register.”)
2. To download the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for “AIG Travel” (you must be connected to Wi-Fi or cellular network) and log in with your existing credentials (do not click on “Register.”) The app is only available on smartphones – not tablets.

*In the event you forgot your password or receive a “duplicate username” message when attempting to log in, please click on the “Forgot Password” link from the login page to reset your password.*



A comprehensive website available through multiple digital devices



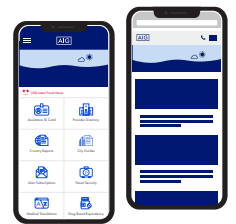
Desktops



Laptops



Tablets



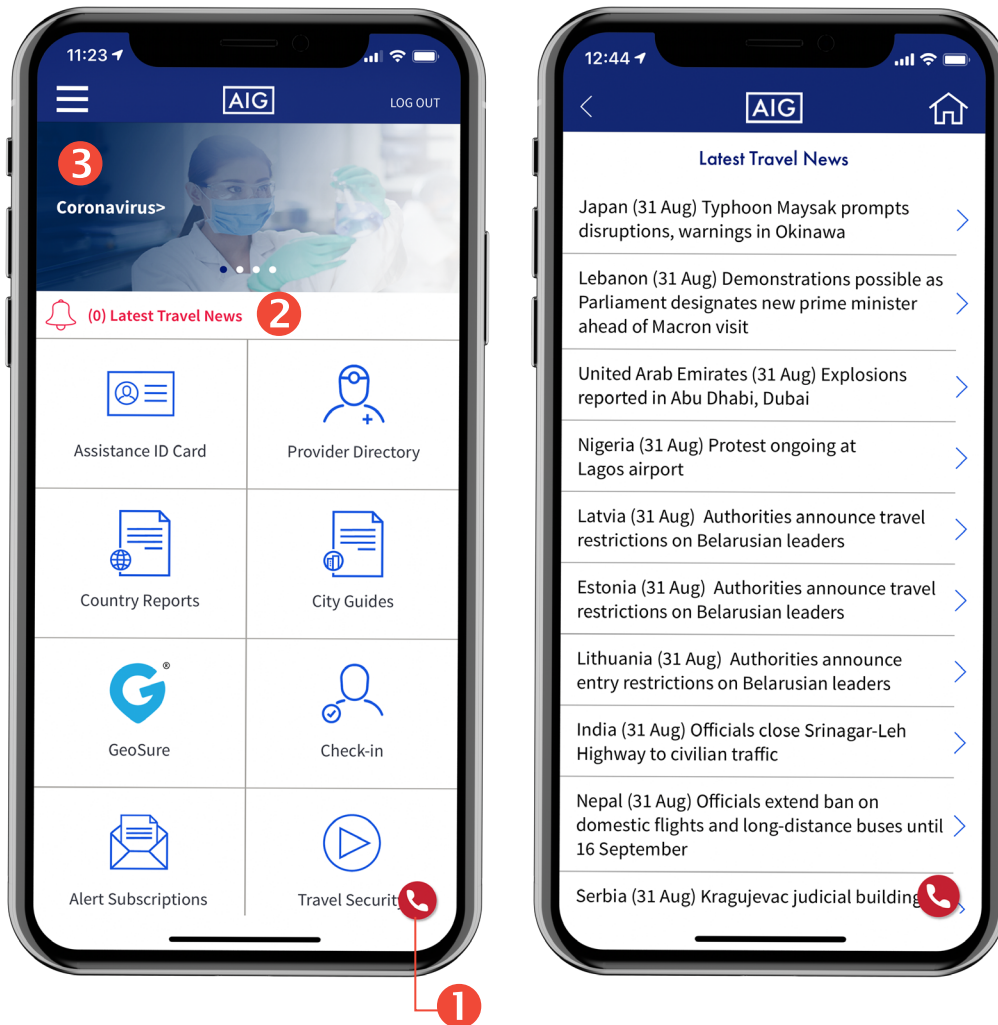
Smartphones  
Mobile-Friendly Site and  
Smartphone Mobile App



## AIG Travel Assistance Mobile App

Available for Apple and Android Smartphones (must be connected to Wi-Fi or cellular network)

- 1 A one-touch 'help' phone button connects you directly to emergency travel assistance. This red phone button appears all across the mobile app.
- 2 Tap on the travel news ticker or any of the icons from the home dashboard screen.
- 3 Tap on the rotating home page banner for the latest information and events.



# AIG Travel Assistance Mobile App

## Sidebar Menu

- 4 Tap on the hamburger menu (three horizontal lines) to open the sidebar menu.

## My Profile

- 5 Tap on “My Profile” from the sidebar menu to edit or complete optional profile information.

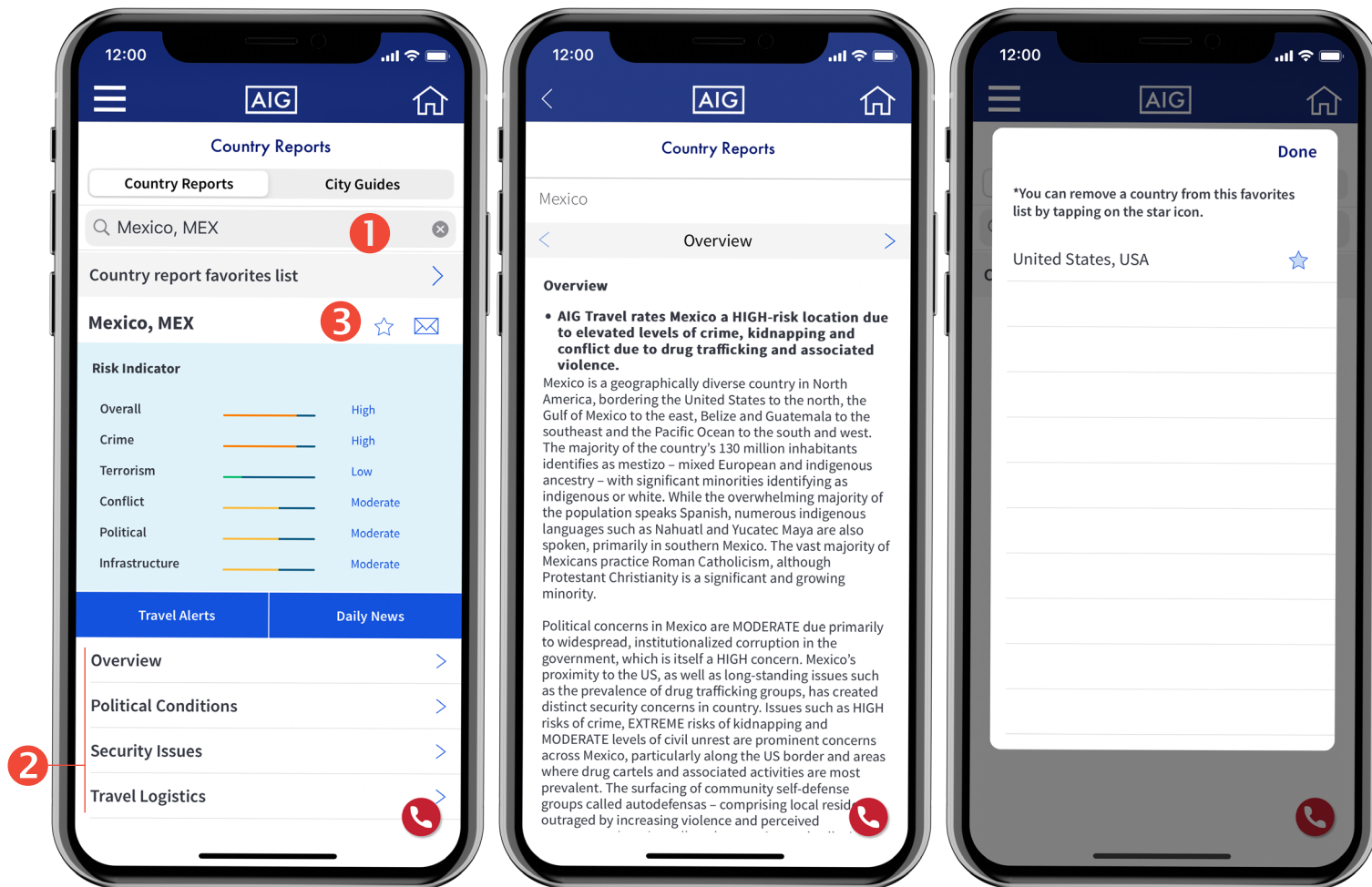


# AIG Travel Assistance Mobile App

## Country Reports and City Guides

Tap on “Country Reports” or “City Guides” from the sidebar menu or home screen to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

- 1 Type in the first few letters of the country or city in the search bar and the country report will appear.
- 2 Scroll down and tap on the title bars to view more country report or city guide information.
- 3 Tap on the star to favorite country report(s) or city guide(s).



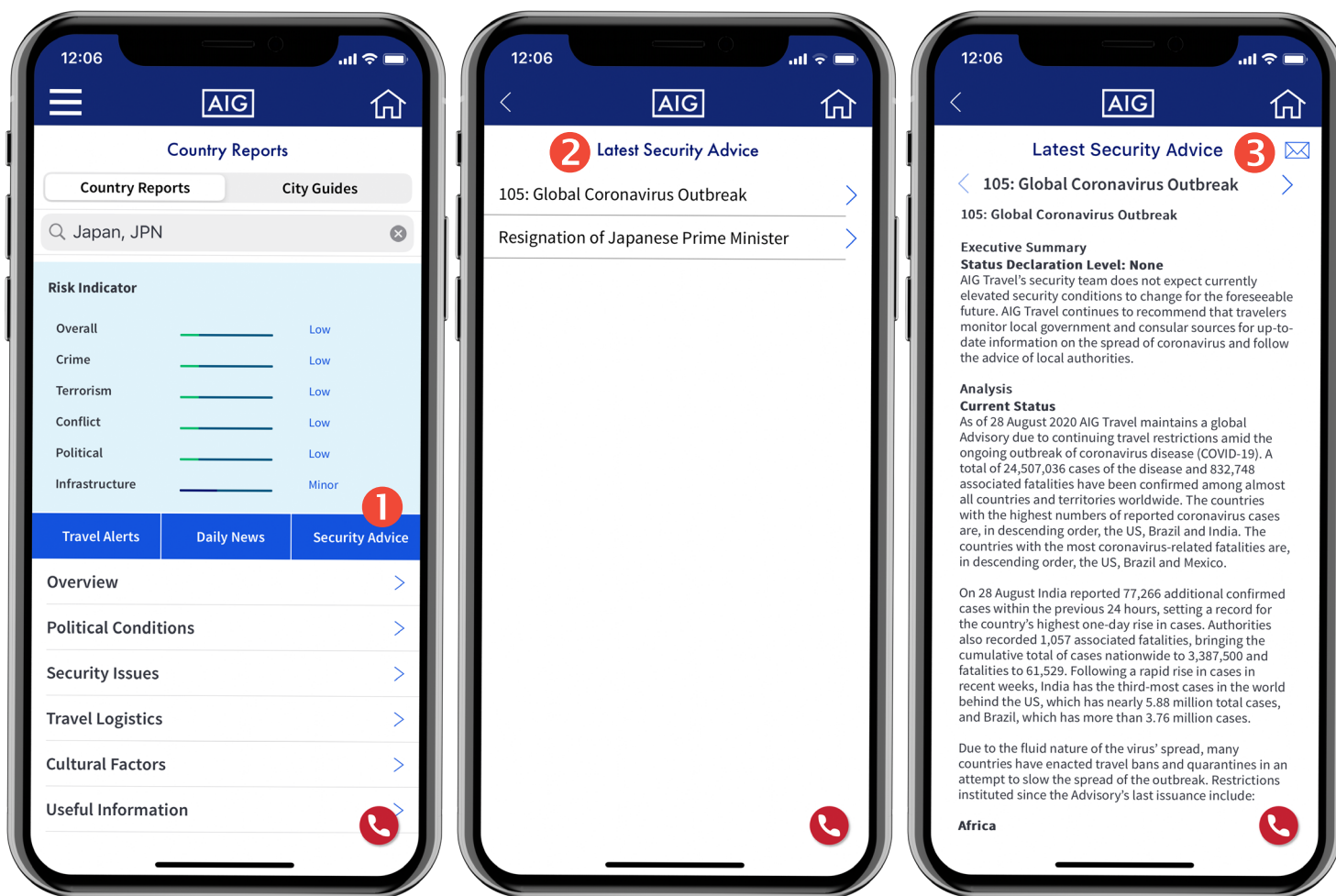


# AIG Travel Assistance Mobile App

## Security Advice Reports

Tap on “Country Reports” from the sidebar menu or home screen. If a country has current major security developments, a “Security Advice” section will appear and the report will include potential risks and security recommendations.

- 1 Below risk indicator chart, tap on “Security Advice” (this will only appear if the country is experiencing major security developments).
- 2 The Latest Security Advice page will appear. Tap on the title bar to view the entire security advice report containing a summary, analysis, potential risks and security recommendations.
- 3 You have the option to email the report.



# AIG Travel Assistance Mobile App

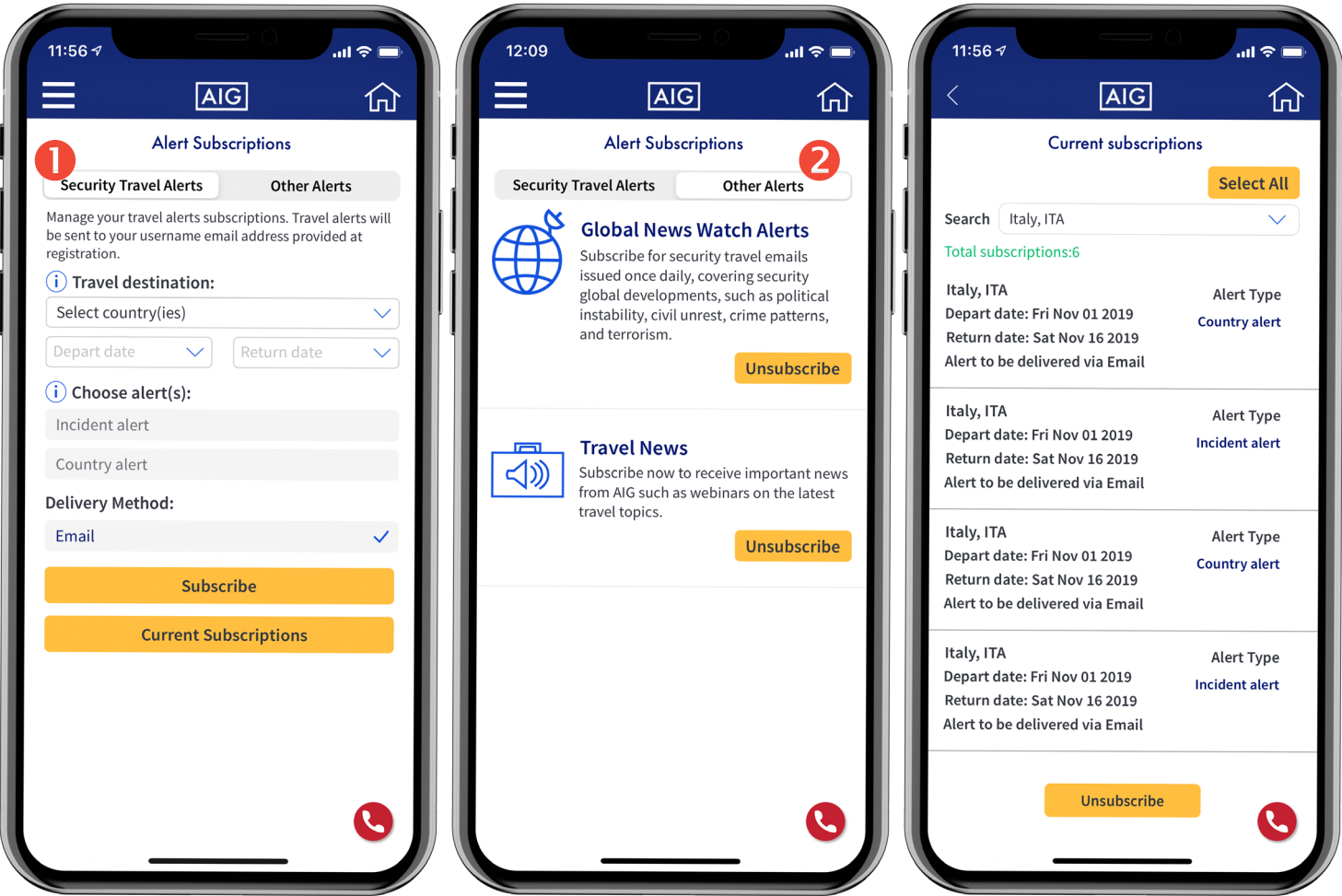
## Alert Subscriptions

Tap on “Alert Subscriptions” from the sidebar menu or home screen to subscribe or unsubscribe from email travel alerts containing security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user’s email address). In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from [AIGTravelAlerts@e5.aigdigital.com](mailto:AIGTravelAlerts@e5.aigdigital.com) and [noreply@salesforce.com](mailto:noreply@salesforce.com). You may need to contact your organization’s IT email team to allow these email addresses.

- 1

If there are any high security level developments for your chosen travel destination(s), alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).
- 2

Tap on “Other Alerts” to subscribe or unsubscribe to Global News Watch Alerts (daily alerts covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism) and/or Travel News from AIG such as webinars on the latest travel topics.

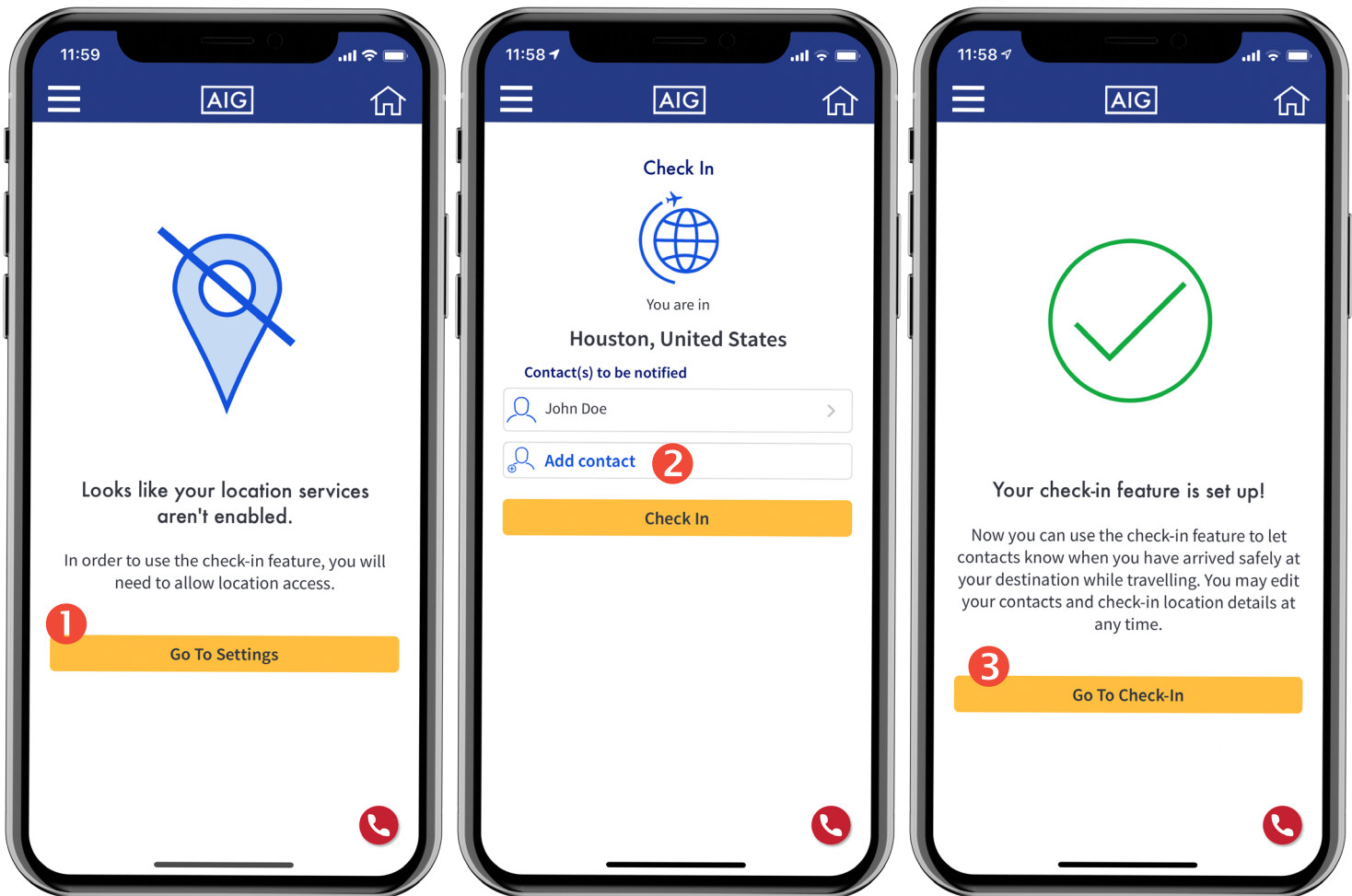


## AIG Travel Assistance Mobile App

### Check-in Feature

Tap on the “Check-in” from the sidebar or home screen to keep your contacts notified of your safe arrivals when you are traveling. With our geo-fenced, check-in tool, there is no need to take additional manual steps to accomplish this process so you can stay on-the-go while traveling.

- 1 Simply allow the AIG Travel Assistance Mobile App to access your location in order to receive automatic reminders to check-in when traveling abroad.
- 2 Add and edit contacts at any time. These could be a manager, colleague, relative and/or friend. Your contact(s) will receive an automated email that you have “checked in” and safely arrived at your destination.
- 3 You control how much detail each of your contacts will receive when you check in: City/country, country only, or no location (contact will simply know you arrived safely).





# AIG Travel Assistance Mobile App

## Location Safety Ratings Feature

Tap on “GeoSure” from the sidebar or home screen to access a safety assessment feature to view granular location safety ratings around the world, down to the neighborhood level. GeoSure determines a score, rated 1-100 for each location. The lower the score, the safer the location. Multiple factors help determine scores across the categories of overall safety, physical harm, women’s safety, theft, LGBTQ+ safety, political freedoms and health.

- 1 Simply tap on “GeoSure” from the app’s home screen and search for a city.
- 2 Tap on any of the safety score icons to view average safety risk information by neighborhood.
- 3 Scroll down and tap on any of the icons for Women’s Safety, Physical Harm, Theft, Political Freedoms, Health & Medical, or LGBTQ Safety to view detailed safety information.
- 4 Tap on the map icon or “Explore” button to view the map view again or tap on the menu bar to learn more details about GeoSafeScores™.

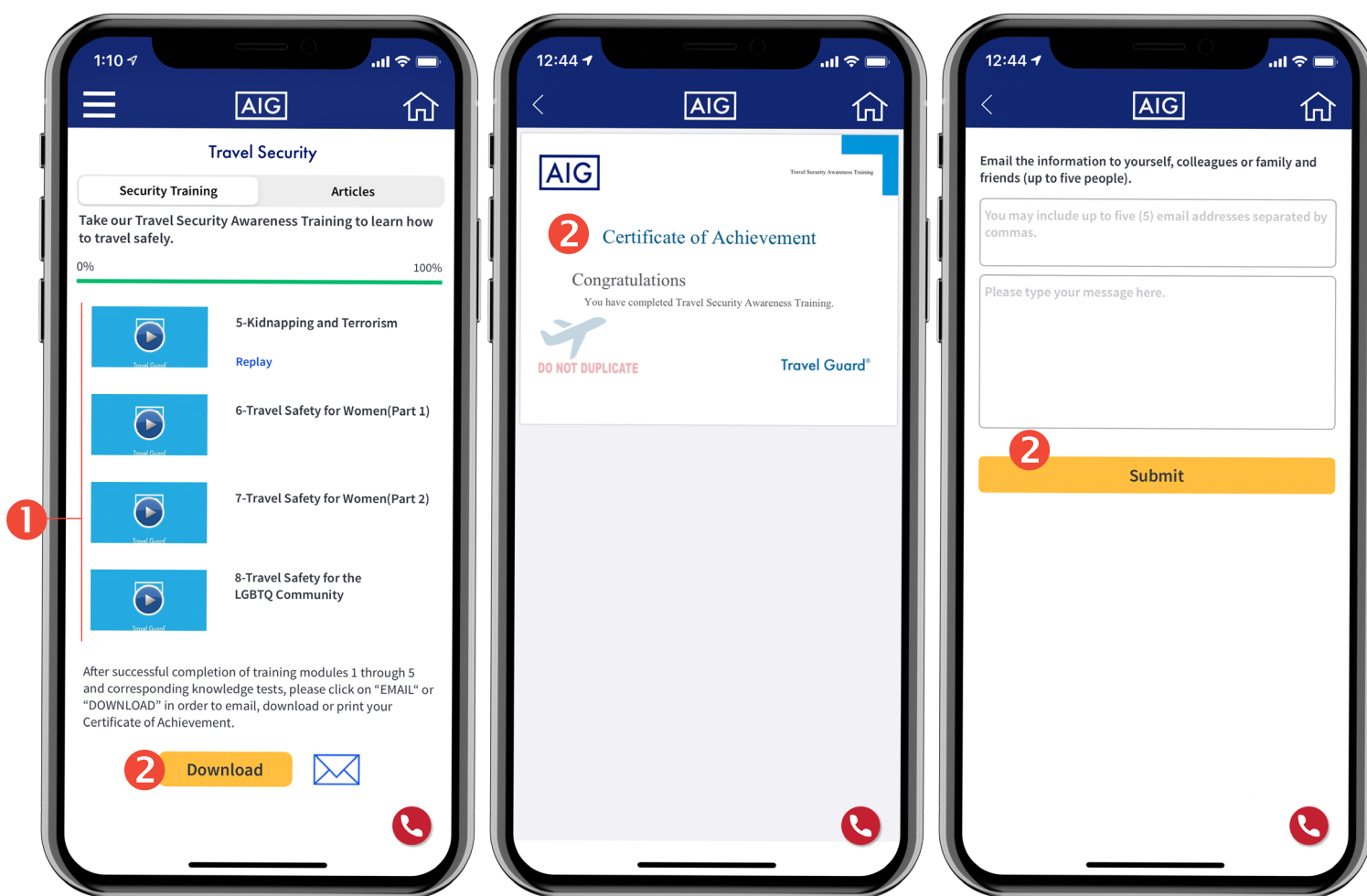


## AIG Travel Assistance Mobile App

### Security Awareness Training Videos

Tap on “Travel Security” from the sidebar menu or home screen and tap on “Security Training.” These training videos and knowledge tests can be accessed at your leisure and, once completed, you can email a Certificate of Achievement. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.

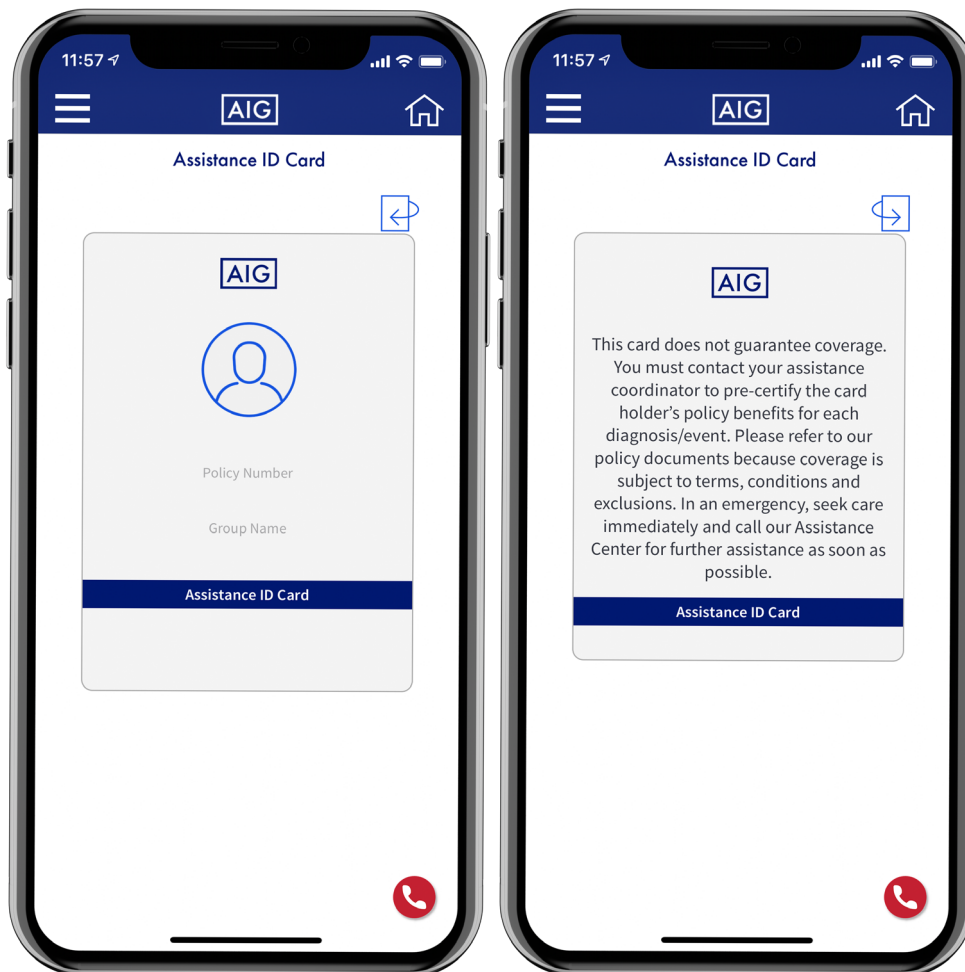
- 1 Tap on a module to begin training.
- 2 At the end of each training video there will be a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to email the Certificate of Achievement.



## AIG Travel Assistance Mobile App

### Assistance ID Card

Tap on “Assistance ID Card” from the sidebar menu or home screen.

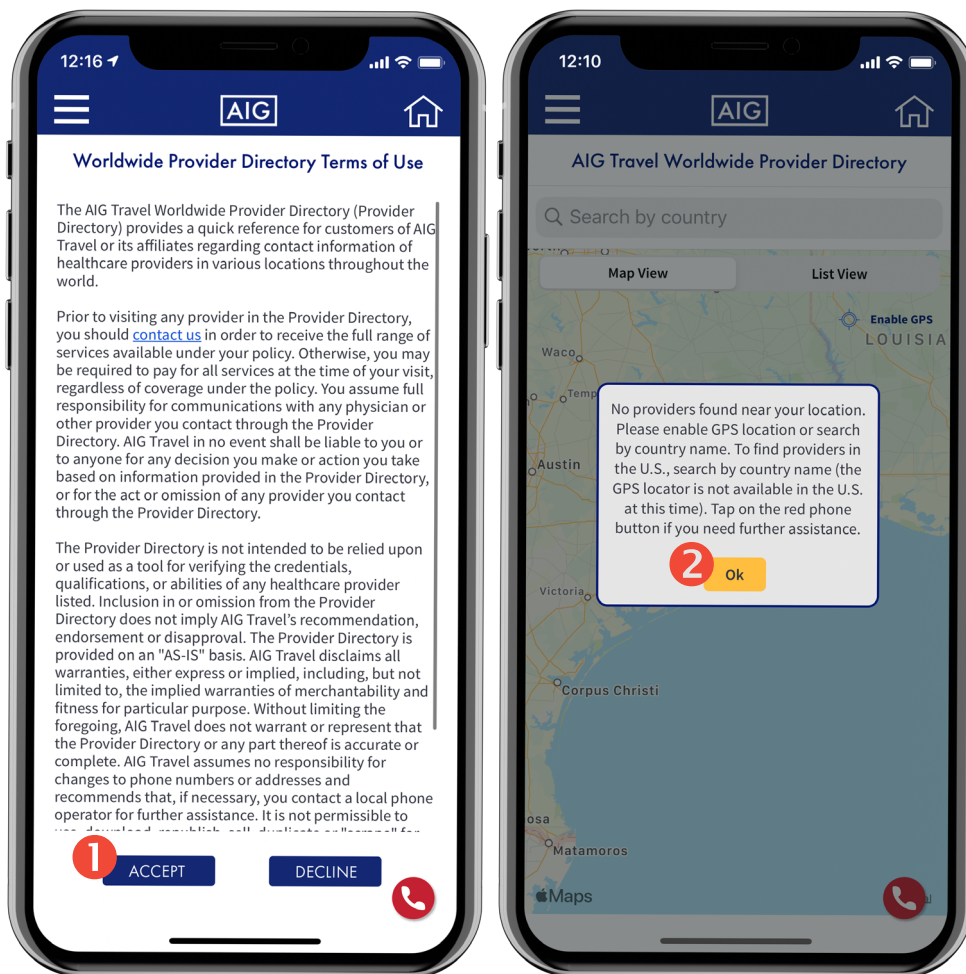




# AIG Travel Assistance Mobile App

## AIG Travel Medical Provider Directory

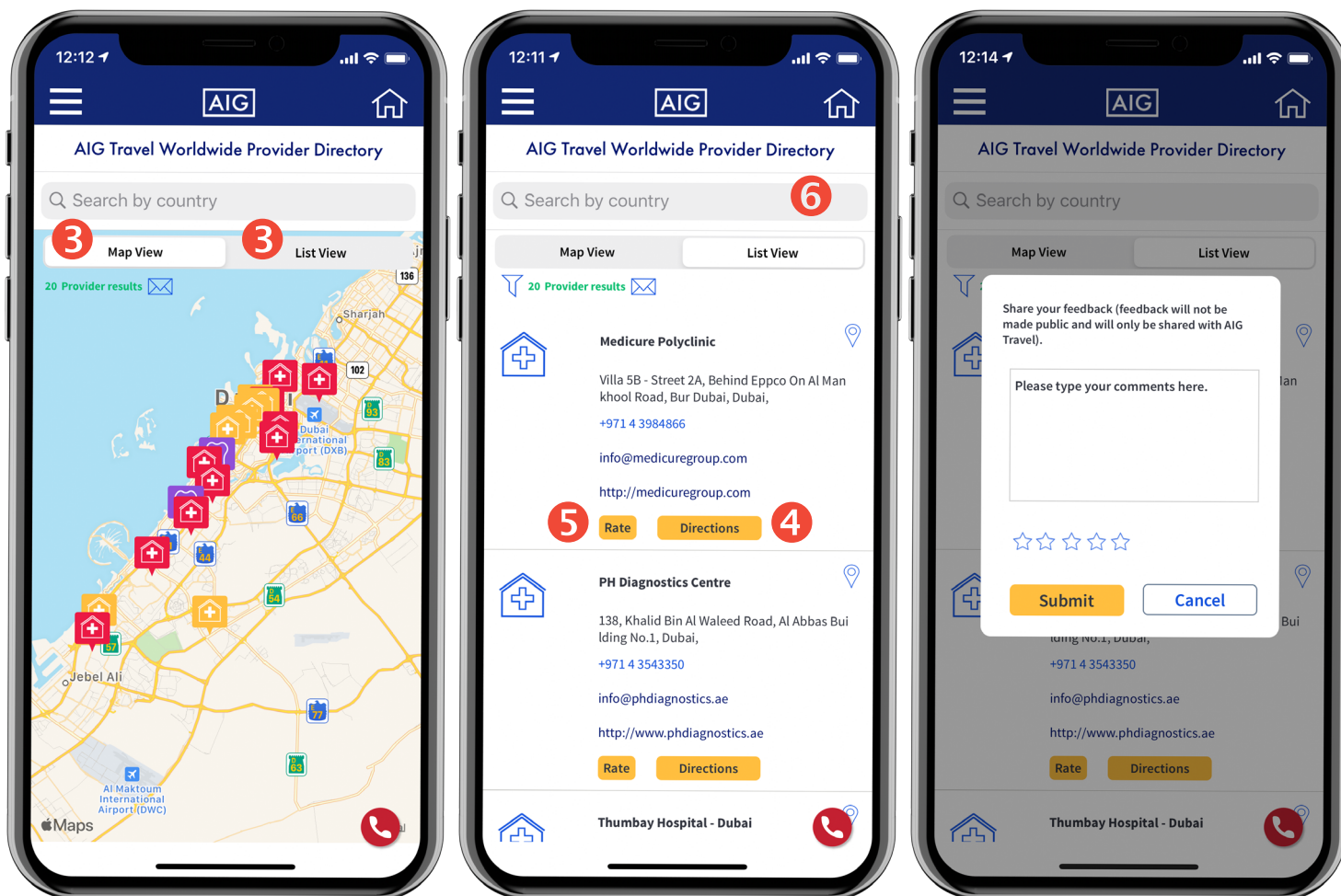
- 1 Tap on “Provider Directory” from the sidebar menu or home screen and accept the Terms of Use.
- 2 On the next screen you will have the option to enable GPS location to find providers near you.



# AIG Travel Assistance Mobile App

## AIG Travel Medical Provider Directory

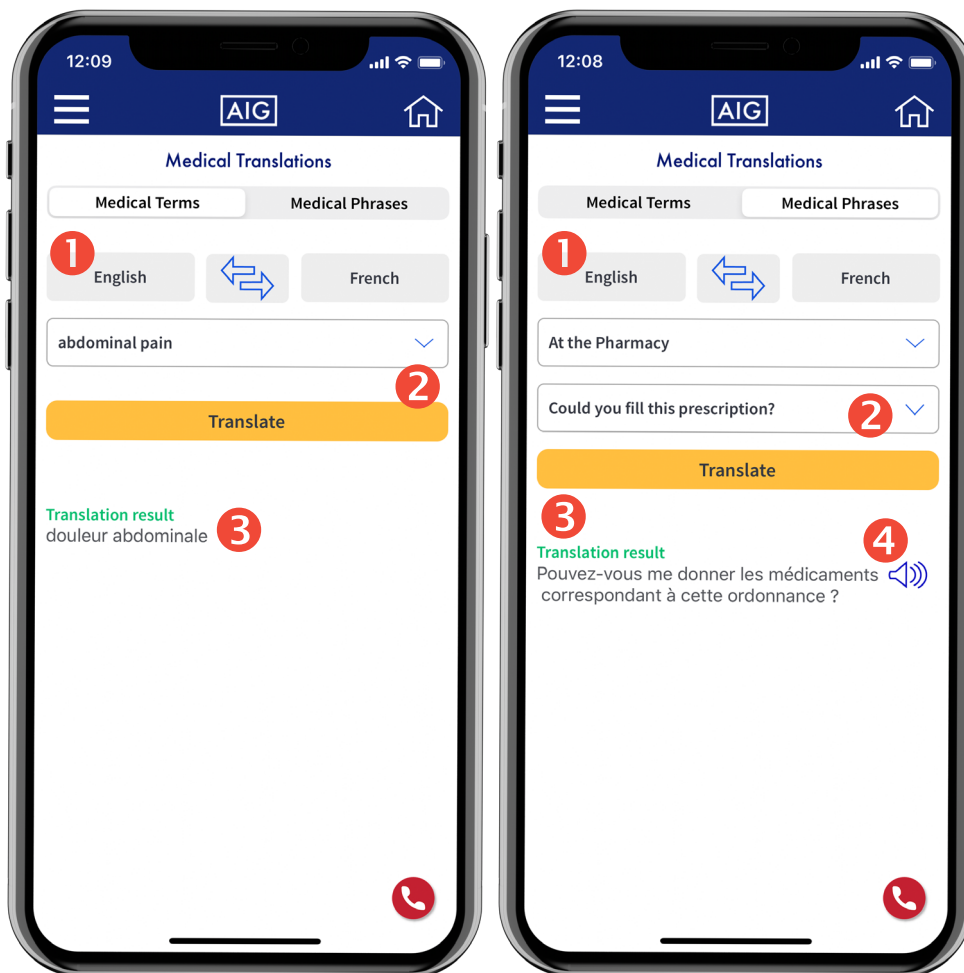
- 3 You have the option to see a map or list view of the nearest providers.
- 4 After selecting a provider, tap on “DIRECTIONS” and you will have the option to open navigation directions from Maps, Google Maps or Uber.
- 5 After visiting a provider, you have the option to rate and share feedback with the AIG Travel Provider Network Department (feedback will not be made public).
- 6 If you have disabled GPS or are located in the U.S. or if there are no medical providers in the vicinity, you will receive this message “No providers found near your location. Please enable GPS location or search by country name. To find providers in the U.S., search by country name (the GPS locator is not available in the U.S. at this time). Tap on the red phone button if you need further assistance.”



## AIG Travel Assistance Mobile App

### Medical Translations Tool

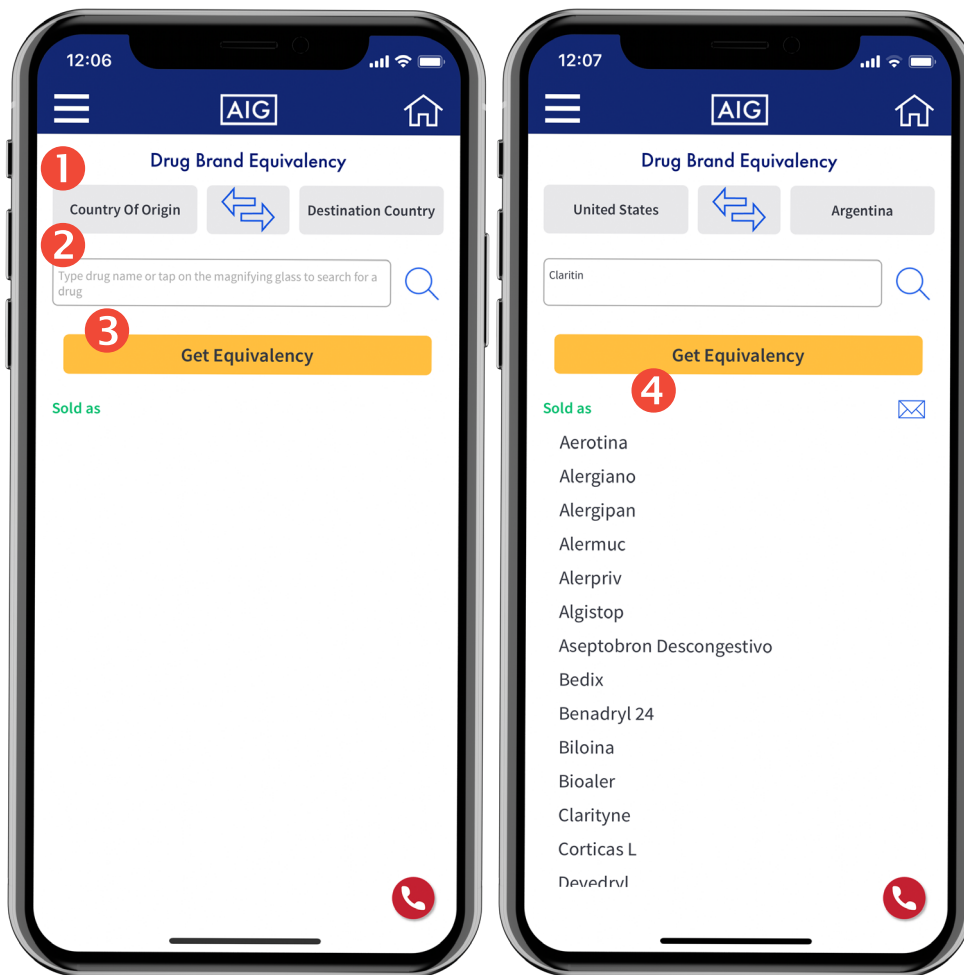
- 1 Select a native language in the first field, then select a language you are seeking translation for in the next field.
- 2 Search for a medical term or phrase.
- 3 Tap on the “Translate” button.
- 4 Tap on the audio icon to hear the translation.



## AIG Travel Assistance Mobile App

### Drug Brand Equivalency Tool

- 1 Select a country of origin in the first field, then select a destination country in the next field.
- 2 Type in the drug brand name or click on the magnifying glass icon to view an alphabetical directory.
- 3 Tap on the “Get Equivalency” button.
- 4 The equivalency will appear underneath “Sold as.”



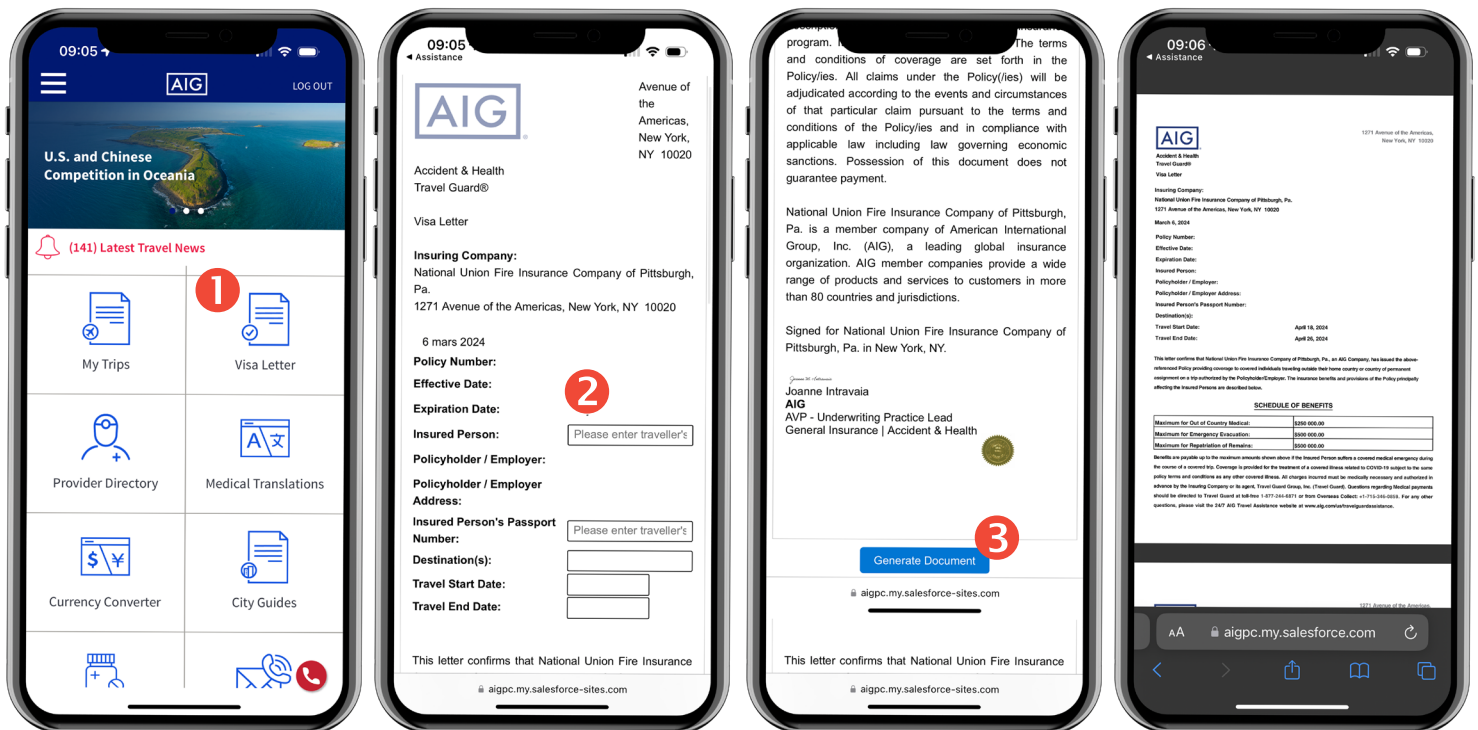


# AIG Travel Assistance Mobile App

## Visa Letter (OPTIONAL FEATURE\*)

Sometimes proof of travel medical insurance is required when applying for a travel visa and users can request and store their travel medical insurance certificates on the app.

- 1 Tap on “Visa Letter” from the home screen or sidebar menu. A pop-up will ask you to leave the app to view the page in your mobile browser, tap on “Continue”. Tap on the download icon next to each certificate to download the document to your mobile device or tap on the email icon to share it via email.
- 2 Complete the information requested, traveler’s name, passport number, destination(s) and travel dates.
- 2 Once the document is completed, scroll down and tap on “Generate Document.” The Visa Letter is generated and available for download or print.



\*Please contact FSUStevensPoint@aig.com for any queries about the Visa Letter feature.

## AIG Travel Assistance Mobile App

### My Trips

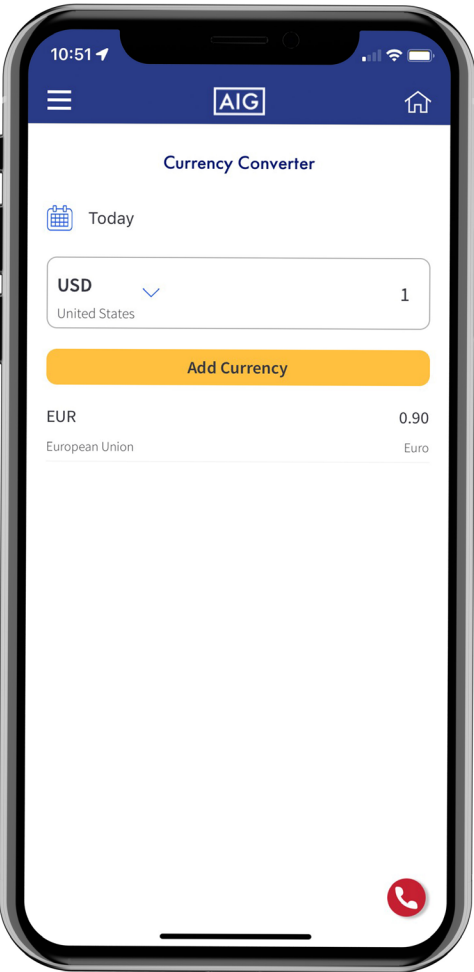
Tap on “My Trips” from the home screen or sidebar menu to add any upcoming trips with the option to receive security alert emails starting from when you subscribe until the end of your trip or only throughout the duration of your trip.

- 1 Tap on “Add New Trip.”
- 2 Fill out the form and you have the option to receive country alert emails and view trip advice and tap on “Save”. If a destination country is missing from the list we do not have a city guide for it, however you can instead visit “Alerts Subscription” from the sidebar menu if you would like to subscribe to receive country alert emails.

# AIG Travel Assistance Mobile App

## Currency Converter

Tap on “Currency Converter” from the home screen or sidebar menu to view daily exchange rates.

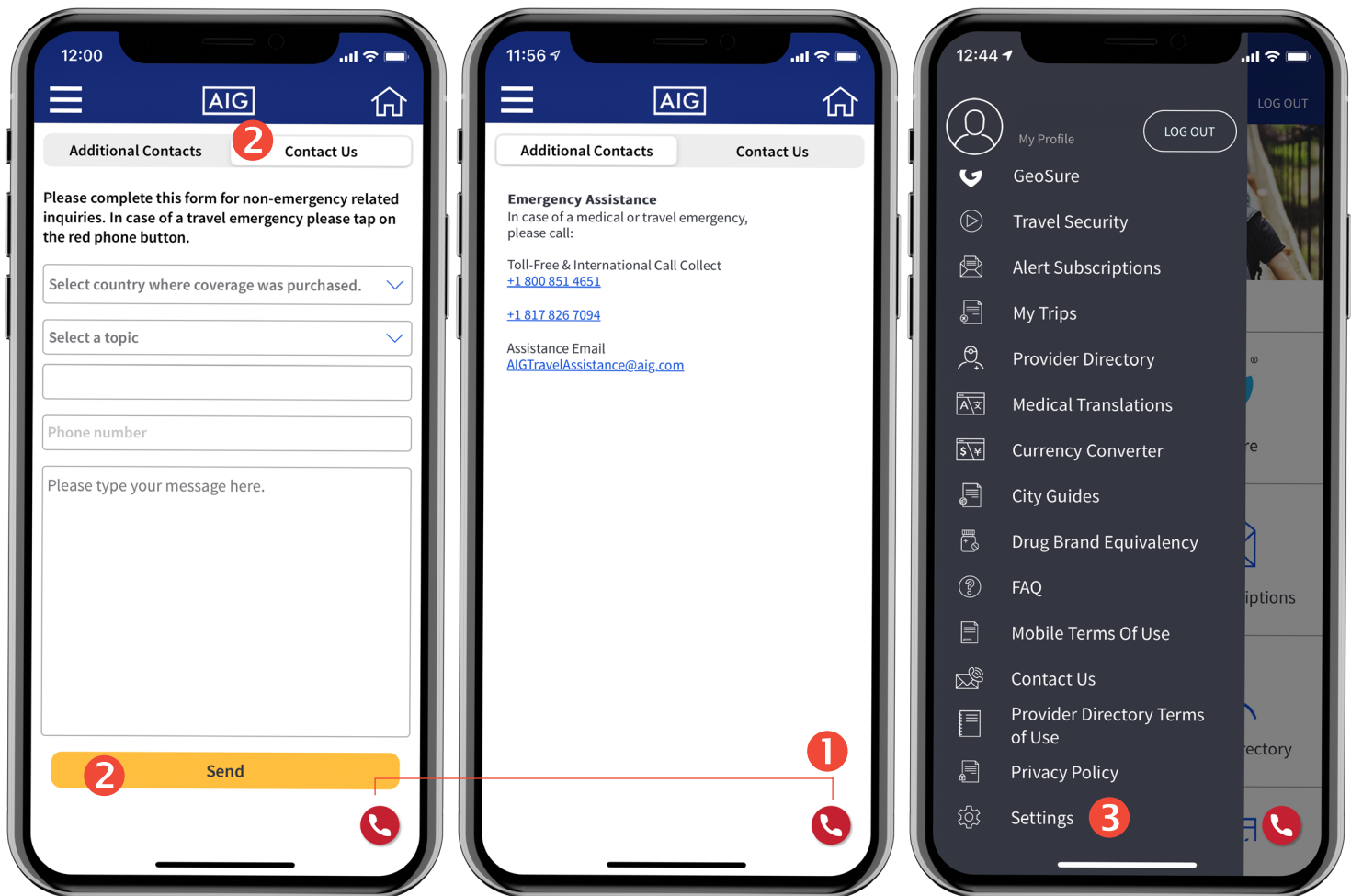


## AIG Travel Assistance Mobile App

### Non-Emergency Contact Form and Additional Contact Details

Tap on “Contact Us” from the home screen or sidebar menu.

- 1 In case of a travel emergency, please tap on the red phone button to be directly connected with your global service center.
- 2 If you have a non-emergency issue, please complete the form and tap on “Send.”
- 3 Tap on the sidebar menu and tap on Settings. 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.)

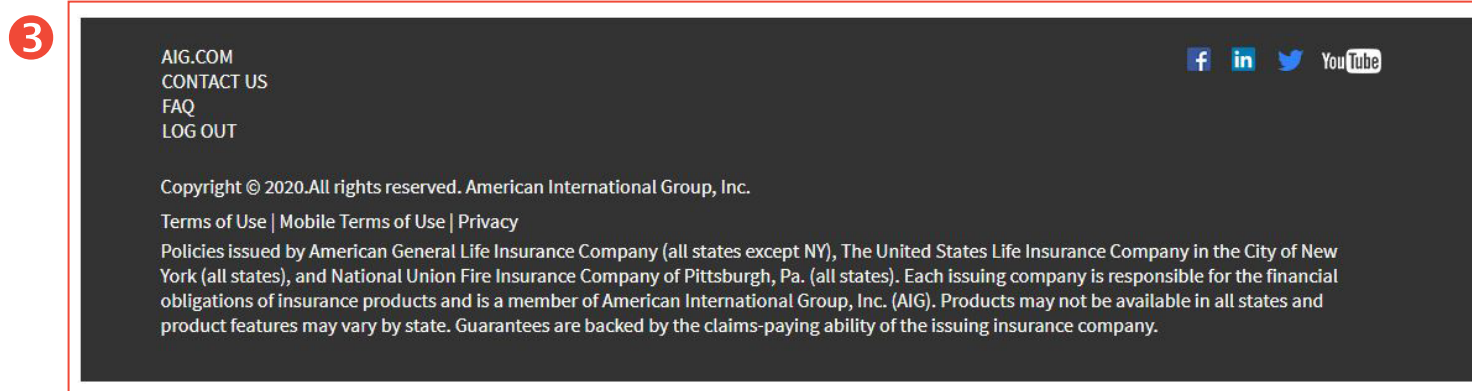


*We want to hear from you! Please share any comments or feedback about the website or app by filling out the Contact Us form and/or rating us in the App stores.*



## Navigation and Elements Across Desktop Website

- 1 A header appears across the top of all website pages with your name, policy number, assistance contact information and search bar. The AIG logo in the top left corner is clickable and takes you to the home page.
  - After 30 minutes of inactivity the website will immediately log you out.
- 2 The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.
- 3 The footer contains links to AIG, Contact Us, FAQ, Log Out, Legal Terms of Use, Privacy and our social media channels.



## Contact Request Form and FAQ (located within the Footer)

- 1 Review the Frequently Asked Questions (FAQ) page.
- 2 Contact AIG Travel with non-urgent questions on the Contact Request Form. In case of a medical or travel emergency, please call the assistance phone number listed on the website.

AIG.COM  
CONTACT US  
FAQ  
LOG OUT



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Policies issued by American General Life Insurance Company (all states except NY), The United States Life Insurance Company in the City of New York (all states), and National Union Fire Insurance Company of Pittsburgh, Pa. (all states). Each issuing company is responsible for the financial obligations of insurance products and is a member of American International Group, Inc. (AIG). Products may not be available in all states and product features may vary by state. Guarantees are backed by the claims-paying ability of the issuing insurance company.

### 1 Frequently Asked Questions

#### What is the role of AIG Travel?



We provide covered travelers with emergency medical and travel assistance, concierge support and other services 24 hours a day - worldwide. One phone call connects you to our network of multilingual specialists for immediate help with medical, personal, and travel problems when away from home.

#### What do I need to do to use the program?



### 2 Contact Request Form

Please complete the form and one of our representatives will respond within five business days.

Choose a topic: \*

-- Select --

First Name \*

Last Name \*

Policy Number \*

Email Address \*

Phone Number \*

-- Select Country --

Country where coverage was purchased \*

-- Select --

Question / Comment \*

SUBMIT

## Home Page

The Home page contains a rotating banner with a travel alert ticker. You may click on the travel alert ticker for more information. The rotating banners contain relevant news and information on website features.



Below the hero carousel are three columns of content information:

- 1 The first column contains the policyholder's name and welcome message and a PDF version of the assistance ID card.
- 2 The second column contains the latest risk map, country reports, and a list of available assistance services, click on each one to learn about travel assistance benefits and services.
- 3 The third column contains a travel security Global News Watch widget with the latest global security news. Click on text or the arrows within the widget to read more.

1

Welcome to our assistance program. With this membership you now have access to a rich pool of travel health security information that is available whenever you need it.

**Print Your Insurance Card:**

**PRINT NOW**

**Other useful information:**

[Latest World News](#)  
[Latest Business News](#)

2

**AIG Travel Risk Map 2020**

Watch an exclusive presentation to learn about the global security environment and potential risks for 2020. [Watch now>](#)  
[View the latest risk map>](#)


**Country Reports**

Select a country to view report:

Select a country to view repo

If travelling to a country not listed, please [Contact Us](#) to request specific information.

**Services**



- [Travel Assistance](#)
- [Medical Assistance](#)
- [Safety and Security](#)
- [VIP Personal Assistance](#)

3

**Global News Watch**

[India - 4 Aug 2020 - Security measures heightened in Ayodhya](#)

[Bolivia - 4 Aug 2020 - Regional bus service from El Alto suspended indefinitely as extensive roadblock activity continues](#)

[Mexico - 4 Aug 2020 - Payment dispute results in widespread water outages in Cuernavaca](#)

[South Korea - 4 Aug 2020 - Severe weather prompts persistent disruptions in central region](#)

[Sri Lanka - 4 Aug 2020 - Parliamentary elections to be held 5 August](#)

<< < > >>

page 1 of 3

## Profile

The Profile page contains a My Basic Profile sub-page and ID Card sub-page.

## My Basic Profile

The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you cannot alter are the policyholder's name and policy number.

## ID Card

The ID Card sub-page displays a general online version of assistance ID card information.

AIG

Travel Guard®

HomeProfileAlertsResourcesHealthSecurityNews

Profile

Welcome  
Policy Number:  
Need Assistance?  
U.S. and Canada Toll-Free:  
International Call Collect:  
Email:

MY BASIC PROFILEID CARD

Please complete basic profile information below.

Personal Information

Organization Name:

Full Name:

Username (Email Address):

Gender:

Address 1:

Address 2:

Address 3:

Home Phone:

Office Phone:

Policy Number:

Date of Birth:

Occupation:

Country:

State / Province:

City:

Postal Code / Zip:

Mobile Phone:

EDIT

My Alerts



## Alerts

The Alerts page allows you to subscribe to various alert options to receive current news and information from the website.

## Global News Watch Alerts

Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns and terrorism.

- 1 Click on the “Subscribe” button to receive alerts.
  - You can subscribe or unsubscribe from alerts at any time on this page.

AIG

Travel Guard®

HomeProfileAlertsResourcesHealthSecurityNews

Alerts

You may subscribe to the various alert options below to receive current news and information from our website.

Global News Watch Alerts

Sign up to receive our daily email, Global News Watch, this provides a snapshot of global security and travel issues in a simple format to keep you abreast of global events.

1SUBSCRIBE

Security Travel Alerts for your trip

Editorial Alerts

Welcome  
Policy Number:  
Need Assistance?  
U.S. and Canada Toll-Free:  
International Call Collect:  
Email:

Description of Alerts

Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts

# Alerts

## Security Travel Alerts

Security Travel Alerts will only be sent if there are security level developments. They consist of:

- Destination Alerts are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.
- Incident Alerts are event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.
- In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from **AIGTravelAlerts@e5.aigdigital.com** and **noreply@salesforce.com**. You may need to contact your organization's IT email team to allow these email addresses.

Security Travel Alerts for your trip

Subscribe, unsubscribe or modify security travel related alerts.

Travel Destinations: \* 1

Select a travel destination(s) from a pick list.

Afghanistan, AFG

Albania, ALB

Algeria, DZA

American Samoa, ASM

Andorra, AND

Angola, AGO

Anguilla, AIA

Antigua and Barbuda, ATG

Argentina, ARG

Armenia, ARM

Aruba, ABW

Australia, AUS

Austria, AUT

Azerbaijan, AZE

Bahamas, BHS

Bahrain, BHR

Bangladesh, BGD

Barbados, BRB

Belarus, BLR

Belgium, BEL

Belize, BLZ

Benin, BEN

Bermuda, BMU

Bhutan, BTN

Bolivia, BOL

Bosnia and Herzegovina, BIH

Choose alert(s):\*

☐ Country Alerts: Concise alerts containing high security level developments.

☐ Incident Alerts: Event summaries containing low level security developments.

Travel Date :

Return Date :

If there are any high security level developments for your chosen travel destination(s), Alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).

☒ Email Alerts 4

SELECT ALL

CANCEL

SUBSCRIBE 5

To unsubscribe to travel alerts, please select the corresponding check boxes.

Current Subscription:

Search All

FIRST

PREVIOUS

NEXT

LAST

Page : 1 of 1 Total Subscriptions: 1

| Destination                             | Start Date      | Return Date     | Alert Delivery | Alert Type    |
|---|-----------------|-----------------|----------------|---------------|
| <input type="checkbox"/> United Kingdom | Fri Oct 23 2020 | Wed Oct 28 2020 | Email          | Country Alert |

UNSUBSCRIBE

UNSUBSCRIBE FROM ALL

- 1 Select one country or multiple countries within the Travel Destinations picklist. If you wish to subscribe to all countries click on the "Select All" button.
- 2 Choose either a destination alert or incident alert or both within "Choose alert(s)."
- 3 You have the option to input travel dates and if there are any travel incidents you will receive them during the specified dates. If you do not want to input travel dates delete the date fields and alerts will be sent at any time.
- 4 Choose "Email Alerts."
- 5 Click on the "Subscribe" button.
  - You can subscribe or unsubscribe from alerts any time on this page.

# Alerts

## Editorial Alerts

Editorial Alerts are news from AIG such as case studies, webinars on recent events or health outbreaks, travel health news and editorial news.

- 1 Click on the “Subscribe” button to receive alerts.
- You can subscribe or unsubscribe from alerts at any time on this page.

AIG

Travel Guard®

Home

Profile

Alerts

Resources

Health

Security

News

Alerts

Welcome

Policy Number:

Need Assistance?

U.S. and Canada Toll-Free:

International Call Collect:

Email:

You may subscribe to the various alert options below to receive current news and information from our website.

Global News Watch Alerts

+

Security Travel Alerts for your trip

+

Editorial Alerts

−

Subscribe, unsubscribe or modify editorial alerts from AIG such as case studies, webinars and travel health news.

1

UNSUBSCRIBE

Description of Alerts

Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts

Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts

Editorial news from AIG such as case studies, webinars, travel health news and editorial news.

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# Resources

The Resources page contains a Visa Letter (optional feature), on-the-go medical translations, drug brand name guidance, a medical provider directory and resource links.

## Visa Letter (OPTIONAL FEATURE\*)

The Visa Letter allows you to automatically generate an online insurance certificate for visa purposes that can be downloaded or printed.

- 1
- Click on the “Get Visa Letter” button.

HomeProfileAlertsResourcesHealthSecurityNews

Welcome  
Policy Number:

Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

Visa Letter

A visa letter may be necessary when travelling abroad. You can generate a visa letter by clicking on the Get Visa Letter button below.

1GET VISA LETTER

Medical Translations Tool

Drug Brand Equivalency Tool

Worldwide Provider Finder

Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

World Health Organization

Translation

Visa & Embassy

Wikipedia

World Weather

Currency Calculator

International Time

World Clock Meeting Planner

International Phone Directory

International Airports

International New York Times

AT&T Direct Access Numbers

World Holidays

\*Please contact FSUStevensPoint@aig.com for any queries about the Visa Letter feature.

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### Visa Letter (OPTIONAL FEATURE\*)

- 

## Visa Letter

Insuring Company:

03/08/2024 

Policy Number:

Expiration Date:

Insured Person:

**Policyholder / Employer:**

Policyholder / Employer Address:

Insured Person's Passport Number:

Destination(s):

Travel Start Date:

Travel End Date:

Please enter traveller's name

Please enter traveller's passport number

mm/dd/yyyy

mm/dd/yyyy

### SCHEDULE OF BENEFITS

|                                      |              |
|--------------------------------------|--------------|
| Maximum for Out of Country Medical:  | \$250,000.00 |
| Maximum for Emergency Evacuation:    | \$500,000.00 |
| Maximum for Repatriation of Remains: | \$500,000.00 |

Benefits are payable up to the maximum amounts shown above if the Insured Person suffers a covered medical emergency during the course of a covered trip. Coverage is provided for the treatment of a covered illness related to COVID-19 subject to the same policy terms and conditions as any other covered illness. All charges incurred must be medically necessary and authorized in advance by the Insuring Company or its agent, Travel Guard Group, Inc. (Travel Guard). Questions regarding Medical payments should be directed to Travel Guard at toll-free 1-877-244-8871 or from Overseas Collect: +1-715-348-0856. For any other questions, please visit the 24/7 AIG Travel Assistance website at [www.aig.com/us/travelguardassistance](http://www.aig.com/us/travelguardassistance).

Any travel assistance services such as medical or security evacuation or repatriation must be authorized by the assistance services provider, Travel Guard®.

Provider Note: This document provides a brief description of the important features of the insurance program. It is not a contract of insurance. The terms and conditions of coverage are set forth in the Policy/ies. All claims under the Policy/ies will be adjudicated according to the events and circumstances of that particular claim pursuant to the terms and conditions of the Policy/ies and in compliance with applicable law including law governing economic sanctions. Possession of this document does not guarantee payment.

National Union Fire Insurance Company of Pittsburgh, Pa. is a member company of American International Group, Inc. (AIG), a leading global insurance organization. AIG member companies provide a wide range of products and services to customers in more than 80 countries and jurisdictions.

Signed for National Union Fire Insurance Company of Pittsburgh, Pa. in New York, NY.

Joanne M. Intravasaia

Joanne Intravaia  
AIG  
AVP - Underwriting Practice Lead  
General Insurance | Accident & Health  
99 High Street  
Boston, MA 02110  
United States  
Tel +1 6174572854 | Fax +1 (715)344-4995  
[joanne.intravaia@aig.com](mailto:joanne.intravaia@aig.com) | [www.aig.com](http://www.aig.com)



Generate Document

2

\*Please contact [FSUStevensPoint@aig.com](mailto:FSUStevensPoint@aig.com) for any queries about the Visa Letter feature.

## Resources

The Resources page contains on-the-go medical translations, drug brand name guidance, a medical provider directory and resource links.

## Medical Translations Tool

The Medical Translations Tool translates common medical terms and phrases into another language in the event you need to explain an ailment during your travels.

- 1 Click on the “Launch Tool” button.

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Home
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News

Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

Medical Translations Tool

Need help translating common medical terms and phrases into another language in the event you need to explain an ailment during your travels? View or listen to medical translations.

1
LAUNCH TOOL

Drug Brand Equivalency Tool

+

Worldwide Provider Finder

+

Welcome
Policy Number:
Need Assistance?
U.S. and Canada Toll-Free:
International Call Collect:
Email:

Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

- World Health Organization
- Translation
- Visa & Embassy
- Wikipedia
- World Weather
- Currency Calculator
- International Time
- World Clock Meeting Planner
- International Phone Directory
- International Airports
- International New York Times
- AT&T Direct Access Numbers
- World Holidays

Member Benefits Assistance

To view all of your member benefits, Click [here](#)

Resources

- 2 Select the medical term you are interested in finding and check the circle next to “Medical Terms” and scroll down to find the term. You may also type in the first letter of a term to see the available options.
- 3 If you are interested in finding a specific medical phrase check the circle next to “Medical Phrases,” select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.
- 4 Select the language for which you are seeking translation in the second column and click on the “Translate” button.
- 5 If you want to reverse the translation click on the “Switch Languages” button.

Medical Translations Tool

1. Select a native language in the dropdown list.

2. If you are interested in finding a medical term, check the circle next to “Medical Terms” and scroll down to find the term. You may also type in the first letter of a term to see the available options.

3. If you are interested in finding a specific medical phrase, check the circle next to “Medical Phrases, select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.

4. Select the language you are seeking translation in the second column and click on the “Translate” button.

5. If you want to reverse the translation click on the “Switch Languages” button.

6. If you can not find a medical translation, would like to provide feedback or need further assistance please [Contact us](#). Tell us the native language, medical term and/or phrase and final language you can not find or need assistance with.

Medical Translations Tool

From: English

2 ☒ Medical Terms ☐ Medical Phrases 3

abdomen

abdominal pain

abrasion

abruptly

absorbent cotton

To: Dutch 4

TRANSLATION:  
buik

4

TRANSLATE

SWITCH LANGUAGES

5

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## Resources

## Drug Brand Equivalency Tool

The Drug Brand Equivalency Tool contains local country drug brand names in the event you need to look up a specific drug name during your travels.

- 1 Click on the “Launch Tool” button.


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[Security](#)
[News](#)



## Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

Medical Translations Tool

+

Drug Brand Equivalency Tool

−

Our database contains over 38,000 drug brand names and their equivalent names in the event you need to provide a specific drug name during your travels.

1

LAUNCH TOOL

Worldwide Provider Finder

+

## Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

- [World Health Organization](#)  
[Translation](#)  
[Visa & Embassy](#)  
[Wikipedia](#)  
[World Weather](#)  
[Currency Calculator](#)  
[International Time](#)  
[World Clock Meeting Planner](#)  
[International Phone Directory](#)  
[International Airports](#)  
[International New York Times](#)  
[AT&T Direct Access Numbers](#)  
[World Holidays](#)

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Resources

- 2 Select a country where you obtained the medical drug from the “Country of Origin” list.
- 3 Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.
- 4 Select the country you are seeking the drug equivalent name from the “Destination Country” list.
- 5 Click on the “Get Equivalency” button.
- 6 Drug brand name equivalency will appear in the “Sold As” box.

Drug Equivalency Guide

1. Select a country where you obtained the medical drug from the "Country of Origin" list.

2. Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.

3. Select the country you are seeking the drug equivalent name from the "Destination Country" list.

4. Click on the "Get Equivalency" button.


5. Drug brand name equivalency will appear in the "Sold As" box on the right.

6. For further assistance please [Contact Us](#).

7. If you can not find a Medical Drug please [Contact Us](#).

Drug Equivalency Guide

2 Country of Origin: - None -

3 Drug Brand Name:  

4 Destination Country: - None -

SOLD AS:

6

5 [GET EQUIVALENCY](#)



## Resources

## AIG Travel Medical Provider Directory

The Medical Provider Directory is a quick reference for contact information of healthcare providers in various locations throughout the world. The provider directory is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed. If you would like further information, please contact your assistance center. In case of medical emergency, please go to the nearest hospital.

- 1 Click on the “Launch Tool” button.

AIG

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HomeProfileAlertsResourcesHealthSecurityNews

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Email:

Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

Medical Translations Tool+

Drug Brand Equivalency Tool+

Worldwide Provider Finder-

The Provider Finder helps you locate healthcare providers in various locations throughout the world. In case of a medical emergency, please go to the nearest hospital.

1LAUNCH TOOL

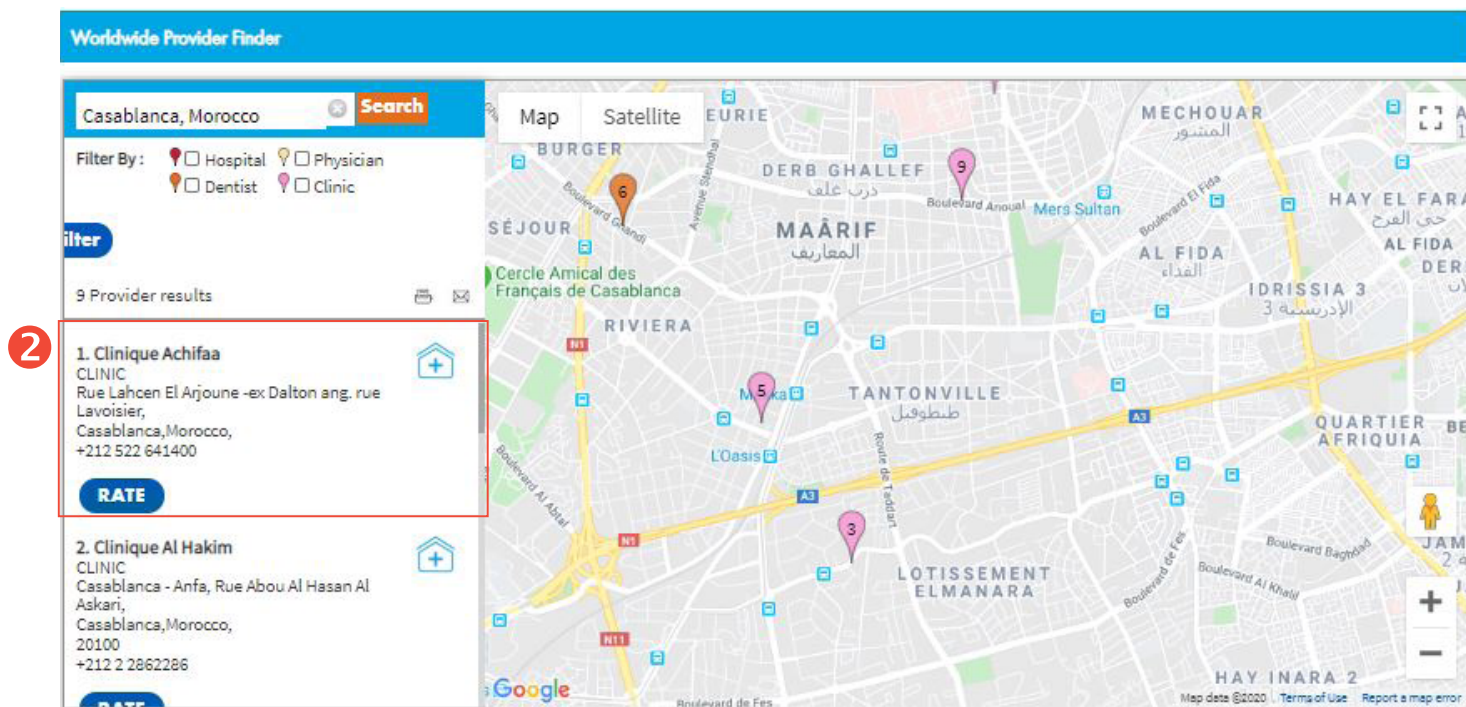
Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

World Health Organization  
Translation  
Visa & Embassy  
Wikipedia  
World Weather  
Currency Calculator  
International Time  
World Clock Meeting Planner  
International Phone Directory  
International Airports  
International New York Times  
AT&T Direct Access Numbers  
World Holidays

## Resources

- 2 Enter your destination country to search for medical providers.



### Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Provider Directory (Provider Directory) provides a quick reference for customers of AIG Travel or its affiliates regarding contact information of healthcare providers in various locations throughout the world.

Prior to visiting any provider in the Provider Directory, you should [contact us](#) in order to receive the full range of services available under your policy. Otherwise, you may be required to pay for all services at the time of your visit, regardless of coverage under the policy. You assume full responsibility for communications with any physician or other provider you contact through the Provider Directory. AIG Travel in no event shall be liable to you or to anyone for any decision you make or action you take based on information provided in the Provider Directory, or for the act or omission of any provider you contact through the Provider Directory.

## Resource Links

## Member Benefits


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[Home](#)
[Profile](#)
[Alerts](#)
[Resources](#)
[Health](#)
[Security](#)
[News](#)



We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

+

+

+

U.S. and Canada Toll-Free:  
International Call Collect:  
Email:

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

## Member Benefits Assistance

To view all of your member benefits, [Click here](#)

# Health

The Health page will help you learn how to stay healthy during travel, as well as research your destination and prepare for trips ahead of time.

## Medical Assistance

The Medical Assistance sub-tab explains benefits and services.

HomeProfileAlertsResourcesHealthSecurityNews

Health

Welcome  
Policy Number:  
Need Assistance?  
U.S. and Canada Toll-Free:  
International Call Collect:  
Email:

MEDICAL ASSISTANCE

TRAVEL HEALTH

HEALTH ADVISORIES

From physician referrals to coordination of complex medical evacuations, AIG Travel has in-depth experience providing a wide range of medical monitoring services. For over 30 years, AIG Travel has ensured our travelers' medical needs are met with expediency and expert care, including:

- Making medical evacuation arrangements
- Medical monitoring assistance during 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)

Worldwide Medical Department

AIG Travel has established a wholly owned global medical monitoring team, which enables us to deliver robust medical monitoring for our customers 24 hours a day. Our team includes:

- Physicians board certified in emergency medicine or other specialties
- RNs/paramedics, all with emergency/critical care backgrounds, some with aero-medical experience
- Medical case managers staffed in our wholly-owned, global Assistance centers

Worldwide Network Provider capabilities include:

- More than 650,000 worldwide preferred providers
- Specific networks, such as Global Doctors and UHI
- 300+ air ambulance companies
- On-staff travel specialists to assist companions and families with full-service travel expertise

While AIG Travel has wholly owned medical monitoring staff, we do not own clinics/hospitals. We coordinate with medical facilities worldwide to provide the most appropriate care for your employees.

# Health

## Travel Health

The Travel Health sub-tab contains personalized travel health profiles, country health reports, disease directory, vaccination information and whitepapers.

- 1 Click on the “Create New” button to answer a brief form. Once you have completed the form a travel health trip profile will automatically appear. You can view or edit saved travel health trip profiles at any time.
- 2 Click on the dropdown under Explore by Country. Select a country you are interested in viewing. You can save, print or email these reports at any time.
- 3 Click on the dropdown under Disease Directory. Select a disease or ailment you are interested in viewing. You can save, print or email these reports at any time.
- 4 Click on any of the whitepaper titles you are interested in viewing. You can save, print or email these reports at any time.
- 5 Click on dropdown under Vaccination Information. Select a country you are interested in viewing. You can save, print or email these reports at any time.

**MEDICAL ASSISTANCE** **TRAVEL HEALTH** **HEALTH ADVISORIES**

### Travel Health

#### Customized Trip Health Information

Create a New Trip Profile

**CREATE NEW**

View or Edit a saved Trip Profile

- None -

**VIEW / EDIT** 1

#### Explore by Country

Select a country from the list below for travel health information.

--Select--

**EXPLORE** 2

#### Search for Diseases or Conditions

Type in the name of the disease, ailment or condition and select from the list.

SEARCH 3

#### Travel Health White Papers

Read our travel health whitepapers. 4

[Tips to prevent rabies while traveling](#)

[Measles travel health safety](#)

[Common health issues for business travelers](#)

[How to practice water safety while traveling](#)

#### Vaccination Information

Select a country to learn more about recommended and required vaccinations.

--Select--

**GET VACCINE INFORMATION** 5

#### Travel Resources

[Medical Translation Phrases](#)

[Medical Drug Equivalencies](#)

[More...](#)




Travel Guard®

[Home](#)
[Profile](#)
[Alerts](#)
[Resources](#)
[Health](#)
[Security](#)
[News](#)



## Health

Welcome  
Policy Number:  
Need Assistance?

## MEDICAL ASSISTANCE

**TRAVEL HEALTH**

## HEALTH ADVISORIES

## Health Advisories



## Travel Health Advisories

COVID-19, November 2020  
Flu/Influenza, December 2019  
Eastern Equine Encephalitis (EEE),  
September 2019  
Malaria, March 2019  
Tuberculosis (TB), March 2019  
Yellow Fever, March 2018  
H7N9 BirdFlu, February 2017  
H5N1, February 2017  
Mosquito Prevention, August 2017  
Dengue, August 2017  
Hepatitis, July 2017  
STD Travel Health Advisory, February 2017  
Zika Virus, February 2016  
Typhoid Fever, October 2015



## World Health Days

- Autism Awareness
- Down Syndrome
- Immunization
- Vector Born Diseases



## Health Safety Guides


[Ramadan Health Tips](#)  
[Hypothermia Guide](#)

Security


Security Services

The Security Services page contains in-depth global security information covering a wide range of topics, such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

The Security Services sub-tab explains benefits and services.



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[Home](#) [Profile](#) [Alerts](#) [Resources](#) [Health](#) [Security](#) [News](#) 

Security

Welcome

Policy Number:

Need Assistance?

U.S. and Canada Toll-Free:

International Call Collect:

Email:

SECURITY SERVICES

COUNTRY REPORTS

CITY GUIDES

SECURITY ARTICLES

SECURITY TRAINING

AIG Travel's security team is your trusted source of comprehensive worldwide security assistance. With an unparalleled reputation for a complete array of security solutions, we help our clients minimize the risks to their employees. We leverage existing expertise and resources dedicated to providing top quality and timely intelligence, intervention and evacuation services. You can feel assured that your travelers have the security resources they need anytime, anywhere. With worldwide capabilities, we provide an immediate response for anything from a minor security incident to truly life threatening events.

- Security and safety advisories, global risk analysis and consultation specialist — With AIG, you have 24/7 access to up-to-the-minute security and safety advisories, in-depth global risk analysis by country/ city and specialists for personal consultation.
- Deployment of consultants to extract insured to safety — It's the last thing you want to imagine, but the most serious international security issues may require you be physically extracted from your location. A network of on-the-ground security specialists enables us to pinpoint your location and coordinate your safe extraction if necessary. No place is too remote. We'll get you home.
- Top quality security intelligence — Intelligence analysts leverage a deep network of international contacts in order to gain valuable, organic intelligence.

Country Reports

The Country Reports sub-tab contains reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

- 1
- Click on a country from the pick list or type in the first few letters of the country name and click on the "Submit" button.

SECURITY SERVICES

COUNTRY REPORTS

CITY GUIDES

SECURITY ARTICLES

SECURITY TRAINING

View articles on travel-related safety general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

### Country Reports

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country

Countries and territories

Afghanistan

Albania

Algeria

American Samoa

Andorra

1

SUBMIT

If travelling to a country not listed, please [Contact Us](#) to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email [aigtsoc@aig.com](mailto:aigtsoc@aig.com), and include your company name, destination and dates of travel.

Country Reports

The Country Report will load, and you can click on sub tabs to view information on political conditions to cultural factors. A risk indicator, useful links (e.g., maps, public holidays, weather and electricity voltage) and latest alerts are displayed. You may print or email country reports.

### Country Reports

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Countries and territories

Vanuatu

Vatican City (Holy See)

Venezuela

Vietnam

West Bank

Western Sahara

Please [click here](#) to view the available City Guide(s) for the above selected country.

SUBMIT

If travelling to a country not listed, please [Contact Us](#) to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email [aigtoc@aig.com](mailto:aigtoc@aig.com), and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

### Vietnam

Print

Email

OVERVIEW

POLITICAL CONDITIONS

SECURITY ISSUES

TRAVEL LOGISTICS

CULTURAL FACTORS

CONTACT DETAILS

HEALTH ADVISORY

### Overview

- AIG Travel rates Vietnam a MODERATE-threat location due to general risks of crime as well as poor infrastructure throughout the country.

Vietnam is a Southeast Asian country in the eastern part of the Indochina Peninsula. The country borders China to the north, Laos to the northwest, Cambodia to the southwest and the South China Sea to the east. Vietnam is a multiethnic country in which ethnic Vietnamese comprise approximately 86 percent of the population followed by small percentages of approximately 50 other distinct groups, including Muong, Tai and Tay peoples. Vietnamese is the official language, but English is also commonly spoken in urban areas. Members of the population follow Buddhism, Christianity or other religions and traditional beliefs.

### Risk Indicator

|                |          |
|----------------|----------|
| Overall        | MODERATE |
| Crime          | MODERATE |
| Terrorism      | LOW      |
| Conflict       | MODERATE |
| Political      | LOW      |
| Infrastructure | MODERATE |
| Kidnapping     | LOW      |
| Corruption     | HIGH     |
| Civil Unrest   | MODERATE |
| Cyber Issues   | LOW      |

### Useful Information

- Public holidays
- Weather forecast
- Maps
- Electricity: 127/220 volts, 50 Hz; for the most commonly used plug types, please [click here](#).

### Latest Travel Alerts

Vietnam (1 Sep) British FCO updates advice noting changes to quarantine procedures

Vietnam (18 Aug) Tropical Storm Higos forecast to bring heavy rain to northern Laos, Thailand, Vietnam

Vietnam (18 Aug) British FCO updates travel advice for visitors to Danang

Vietnam (11 Aug) Officials extend lockdown measures in Danang until further notice

Vietnam (6 Aug) Vietnamese Foreign Ministry condemns China's reclassification of disputed maritime areas

<< < > >>

page 1 of 3

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## Security

### Security Advice Reports

If a country has current major security developments, a “Latest Security Advice” section will appear at the bottom of the right column on the country report page and the report will include potential risks and security recommendations.

- 1 At the bottom of the right column within the “Latest Security Advice” section, click on the title.
- 2 The Security Advice Report page will pop-up containing a summary, analysis, potential risks and security recommendations.
- 3 You have the option to print or email the report.





City Guides

The City Guides sub-tab contains guides with information on cities’ safety and security across crime, terrorism, civil unrest, natural hazards and transportation.

- 1
- Click on “Select to search by country” to search for and select a country first. After you select a country a list of cities will appear in the box at the bottom. Select the city name and click on the “Submit” button.

SECURITY SERVICES

COUNTRY REPORTS

CITY GUIDES

SECURITY ARTICLES

SECURITY TRAINING

View articles on travel-related safety general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

City Guides

☐Please select to search by country

Search for particular cities to view guides focusing on travel-related security concerns, travel logistics, cultural factors and health information.

Search a city

Cities

Abidjan

Abu Dhabi

Abuja

Accra

Addis Ababa

1

SUBMIT

City Guides

The City Guide will load, and you can click on sub tabs to view an overview and information on safety and security and travel logistics. A risk indicator, useful links (e.g., maps, public holidays, weather and electricity voltage) and latest alerts are displayed. You may print or email city guides.

- SECURITY SERVICES
- COUNTRY REPORTS
- CITY GUIDES
- SECURITY ARTICLES
- SECURITY TRAINING

View articles on travel-related safety general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

City Guides

☐Please select to search by country

Search for particular cities to view guides focusing on travel-related security concerns, travel logistics, cultural factors and health information.

Search a city

Cities

Abidjan

Abu Dhabi

Abuja

Accra

Addis Ababa

SUBMIT

Risk Indicator

|                |          |
|----------------|----------|
| Overall        | HIGH     |
| Crime          | HIGH     |
| Terrorism      | HIGH     |
| Conflict       | HIGH     |
| Political      | MODERATE |
| Infrastructure | MODERATE |
| Kidnapping     | MODERATE |
| Corruption     | HIGH     |
| Civil Unrest   | HIGH     |
| Cyber Issues   | HIGH     |

Useful Information

- Public holidays
- Weather forecast
- Maps
- Electricity: 230 volts, 50 Hz; for the most commonly used plug types, please [click here](#).

Latest Travel Alerts

- [Indonesia \(24 Aug\) Authorities postpone plans to reopen Bali to foreign travelers](#)
- [Indonesia \(23 Aug\) Police investigate large fire at attorney general's office in Jakarta](#)

- COUNTRY REPORT
- CITY GUIDE

Jakarta

Print | Email

OVERVIEW

SAFETY AND SECURITY

TRAVEL LOGISTICS

Overview

Jakarta is the capital of Indonesia and is located on the northwestern coast of Java, one of Indonesia's largest islands. The capital is a modern metropolis with more than 9.7 million residents who experience significant contrasts in quality of life depending on their locations. Although the government is attempting to address an overall increase in population size, the capital has had difficulty accommodating its growth. Overcrowding is common in lower income parts of the city, and short power outages occur on occasion.

Security Articles

The Security Articles sub-tab contains general articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

SECURITY SERVICES

COUNTRY REPORTS




CITY GUIDES

SECURITY ARTICLES

SECURITY TRAINING

### News Articles

View articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.



#### Conflict management

Advice on managing different conflict situations

#### Home security advice

Advice for reducing the risk of accidents and crime happening in and around your home

#### Natural and environmental hazards

Advice concerning natural and environmental threats

#### Protecting your person and property

Advice for protecting yourself and your possessions

#### Security advice for women

Safety and security advice for women

#### Terrorism and civil threats

Advice concerning threats from terrorist or civil action

Security

Security Awareness Training

The Security Awareness Training videos sub-tab contains online travel safety videos and brief knowledge tests for each one. These videos and knowledge tests can be accessed at your leisure and once completed a Certificate of Achievement will display. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.

- 1
- Take a moment to read the user guide.

SECURITY SERVICES

COUNTRY REPORTS

CITY GUIDES

SECURITY ARTICLES

SECURITY TRAINING

Travel Security Awareness Training

While traveling can be exciting, it can also be full of hidden dangers. Through this training you will learn how to research your destination and prepare for your trip ahead of time. You will also learn how to travel safely once you reach your destination, stay healthy while abroad and avoid becoming a victim of crime. Preparedness is the key to safe travels.

In order to complete your Travel Security Awareness Training, you must take the knowledge test located at the end of each training module. The entire set of training modules and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Please also take a moment to read the user guide, accessed by [clicking here >](#). 1

Each security video module must be completely viewed, including quiz completion, to be marked complete. Videos may be viewed in any order.

Overall Percentage 100%

1-Business Travel, An Introduction

Module Description

This module gives you a basic understanding of how to prepare for travel, and your role in staying healthy and safe when traveling abroad. In order to complete your Travel Security Awareness Training, you must view this module in its entirety and take the corresponding knowledge test located at the end of the module.

Complete

REPLAY

2-Getting Around While Abroad

3-Staying Healthy Abroad

Security

Security Awareness Training

- 2 Click on a module to begin training.
- 3 At the end of each training video, you will take a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

1-Business Travel, An Introduction

Module Description  
This module gives you a basic understanding of how to prepare for travel, and your role in staying healthy and safe when traveling abroad. In order to complete your Travel Security Awareness Training, you must view this module in its entirety and take the corresponding knowledge test located at the end of the module.

Complete2REPLAY

2-Getting Around While Abroad

3-Staying Healthy Abroad

4-Crime and Criminality

5-Kidnapping and Terrorism

6-Travel Safety for Women(Part 1)

7-Travel Safety for Women(Part 2)

8-Travel Safety for the LGBTQ Community

Certificate of Achievement

Certificate of Achievement

After successful completion of training modules 1 through 5 and corresponding knowledge tests, please click on “EMAIL “ or “DOWNLOAD” in order to email, download or print your Certificate of Achievement.

3EMAILDOWNLOAD


AIG

Travel Security Awareness Training  
Organization Name:  
Policy Number:  
Completion Date : 2/7/2020

Certificate of Achievement

Congratulations John Doe

You have completed Travel Security Awareness Training.



Travel Guard®



News

The News page contains case studies, general travel tips and testimonials.

News

CASE STUDIES

ARTICLES

TESTIMONIALS

|                  |   |
|------------------|---|
| China            | ⊕ |
| Canada           | ⊕ |
| Puerto Rico      | ⊕ |
| Turks and Caicos | ⊕ |
| New Zealand      | ⊕ |
| Brussels Attack  | ⊕ |



# Travel Guard®

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multilingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at [www.aig.com/travel](http://www.aig.com/travel) or [www.travelguard.com](http://www.travelguard.com), and follow us on Twitter, Facebook, Instagram and LinkedIn.

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These 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.

Additional information about AIG can be found at [www.aig.com](http://www.aig.com) | YouTube: [www.youtube.com/aig](https://www.youtube.com/aig) | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) [www.twitter.com/AIGinsurance](https://twitter.com/AIGinsurance) | LinkedIn: [www.linkedin.com/company/aig](https://www.linkedin.com/company/aig). These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference into this press release.

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