

Travel Guard®

What you need to know for your trip.

With a wide array of travel, medical and security services, AIG Travel helps millions of travelers solve problems and manage risks worldwide. We provide a full array of services that are available to you from before you begin your trip through to the claims process. Wherever your travels may take you, in the event of a medical emergency, security issue or unexpected travel problem, we are never more than a phone call away.

Before you go

- Install the AIG Travel Assistance App from the Apple App Store or Android Play Store from your smartphone.
- Tap on "Register" and when you reach "Country where coverage was purchased", select:

United States - A&H

- Input the required fields and your policy number:

9129761

After completing registration you may also access the full website, utilizing existing login credentials, at:

www.aig.com/us/travelguardassistance

- Use the app to call for Travel Guard® Assistance, locate nearby medical providers and leave feedback on your experience. Also, check out the drug brand equivalency tool, medical translation tools and specific country reports.

While traveling

When medical assistance is needed, AIG Travel will:

- Make arrangements for the person requiring assistance to receive appropriate medical care.
- Provide medical monitoring assistance during medical care abroad.
- Provide physician/hospital/dental/vision care referral details, when medical attention is required and assist with appointments.
- Assist with emergency prescription replacement while abroad.
- Provide regular updates to an authorized company, school or family representative.
- Coordinate medical evacuation arrangements.

When security assistance is needed, AIG Travel will:

- Connect you with an AIG Travel security team member who will provide advice or coordinate assistance, as required.
- Provide security evacuation assistance, if needed.
- Provide security safety advisories.
- Provide urgent message alerts and relays.
- Provide 24-hour response services to assist employees and their families during an incident, as required.

AIG Travel Assistance can also assist with:

- Lost/stolen luggage
- Lost or stolen documents
- Embassy and consulate information
- Immunization, visa and passport information
- Emergency cash transfer assistance
- Emergency language interpretation

Contact AIG Travel

Email:

assistance@aig.com

Toll-Free within the U.S.A.:

1.877.244.6871

Call Collect/Reverse Charge:

+1.715.346.0859

Helpful information to have available:

- | | |
|--------------------------------------|--|
| ▪ Client name | ▪ Symptoms and medical reports (if available) |
| ▪ Contact phone number | ▪ Email address |
| ▪ Current medical facility/physician | ▪ Date of birth |
| ▪ Current location | ▪ Passport information |
| ▪ Secondary point of contact | ▪ Details of incident, condition of person(s) needing assistance |
| ▪ Visa or alien number | |

Filing a claim

Toll-Free within the U.S.: 1.800.551.0824

Call Collect: +1.913.495.6520

8 a.m. - 6 p.m. EST Monday - Friday

PO Box: Accidental & Health Claims Dept.

P.O. Box 25987

Shawnee Mission, KS 66225

Email: AHClaims@aig.com



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 or www.travelguard.com, and follow us on [Twitter](#), [Facebook](#), [Instagram](#) and [LinkedIn](#).