

# 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:
- Input the required fields and your policy number:

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

- 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.

### 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:

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

Call Collect/Reverse Charge:

### 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.

### 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



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](#).