

# Travel Guard®

## What You Need to Know For Your Trip



With a wide array of travel, medical, security and 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.

Below you will find details regarding our services and the process for lodging a claim.

### Before You Go

- Download and install the AIG Travel Assistance App from Google Play or the Apple App Store.
- Log in if you already have a username with for the AIG Travel Assistance website. If you have not registered via the Website, sign up as a new user with your AIG Travel policy number.
- Use the app to call Travel Guard for 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 Travelling

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 also 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: [aigtravelassistance@aig.com](mailto:aigtravelassistance@aig.com)

Call: +1 (817) 826-7008

(1-800-401-2678 from within the USA)

### HELPFUL INFORMATION TO HAVE AVAILABLE:

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

### Lodging a Claim

Online: [www.aig.com/wsclaimsreporting](http://www.aig.com/wsclaimsreporting)

Click on the appropriate claim form and follow the instructions.

Email: [WorldRiskClaimsReporting@aig.com](mailto:WorldRiskClaimsReporting@aig.com)

Call: 1(800) 969-6753

8 a.m. – 4 p.m. CST Monday to Friday



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).

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