

# Worldwide Travel Assistance

Travel may be hassle-free with this complete suite of travel help. Our assistance coordinators can help arrange most of your travel affairs and are always connected to the latest travel information.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Inoculation information
- Long-distance calling cards for worldwide telephoning
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance



Welcome  
to AIG

Non-insurance services administered through affiliated AIG service companies. They offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveller.

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Through AIG's wholly-owned global assistance operation, we provide the confidence that help is only a phone call away if the unexpected happens while you are travelling.

## ASSISTANCE SERVICES

Before obtaining medical and non-medical assistance, call the assistance services.

- Worldwide Travel Assistance
- Medical Assistance Services
- Emergency Travel Assistance



## Emergency Assistance Services

You and your covered dependents are automatically entitled to benefits under The Travel Assistance Program. Through this program, you have a variety of emergency assistance services available to you while you are travelling.

Obtaining the services you need is fast and easy! The attached identification card contains toll-free numbers to call when you need assistance. Multilingual operators are available 24 hours a day, 7 days a week.

The Travel Assistance Program offers the following features:

- Medical Assistance Services
- Emergency Travel Assistance
- Worldwide Travel Assistance

## Medical Assistance Services

From physician referrals to coordination of medical evacuations, we help ensure that most travellers' medical needs are met with expediency and provide the assurance that we can help you find appropriate medical care anywhere in the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement

## Emergency Travel Assistance

AIG's Travel Assist keeps your travellers on the move. A unique service that is like having a dedicated around-the-clock travel counsellor just a phone call away to solve last-minute travel problems or emergencies.

- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside Assistance
- Rental vehicle return
- Guaranteed hotel check-in
- Missed connections coordination



Assistance  
Services

Please detach and carry with you at all times during the course of your trip.

### ASSISTANCE SERVICES

GROUP NAME:

POLICY #:

TOLL-FREE:

INTERNATIONAL COLLECT:

CUSTOMER SERVICE E-MAIL: [assistance@aig.com](mailto:assistance@aig.com)

