

# 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 navigate 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 and complete the form.





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### 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 and/or SMS. Also, subscribe to Editorial Travel News alerts for important news such as webinars.

Country 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.

**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, organised and prepared traveler.

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

# 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 provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to favourite reports.

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

**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 locate 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, organised and prepared traveler with the ability to email the certificate of completion.

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

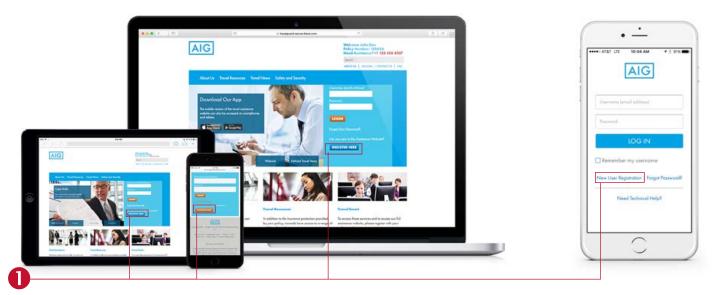
Once you have completed registration, the same login credentials may be used across all entry points (desktop/mobile site/mobile app).



To access the full website on your desktop or smartphone/tablet device, visit: www.aig.com/us/casualty/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.



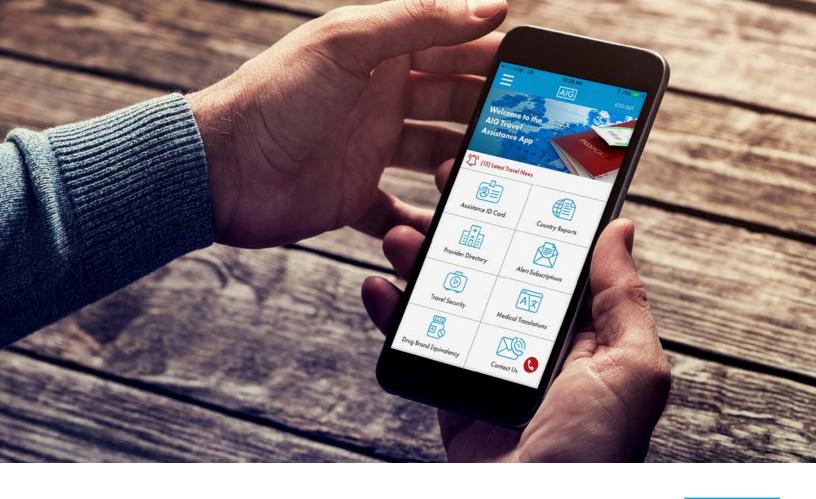
### Register to our website on a desktop, smart phone or tablet web browser OR register on our mobile app.

- 2. Click on "Register." From the app tap on "Country where coverage was purchased" and select "United States-Foreign Casualty."
- 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.

# Instructions for Existing Users on Desktop or Mobile

- 1. To access the full website, go to <a href="www.aig.com/us/casualty/travelguardassistance">www.aig.com/us/casualty/travelguardassistance</a> 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









Laptops

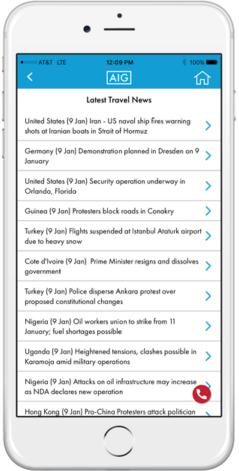
Tablets

Smartphones Mobile-Friendly Site and Smartphone Mobile App

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

- 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.



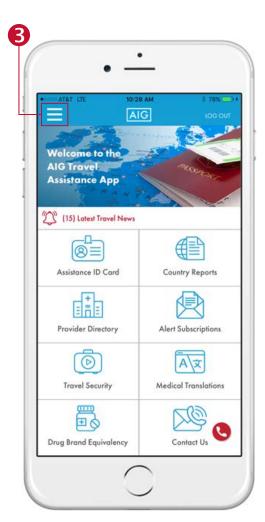


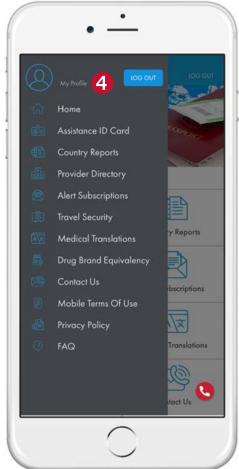
### Sidebar Menu

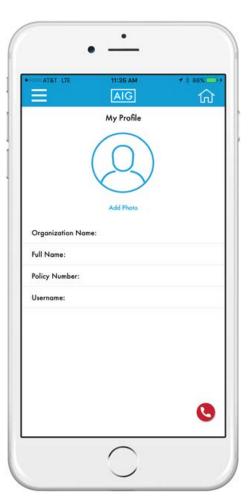
Tap on the hamburger menu (three horizontal lines) to open the sidebar menu.

# My Profile

Tap on "My Profile" from the sidebar menu to edit or complete optional profile information.





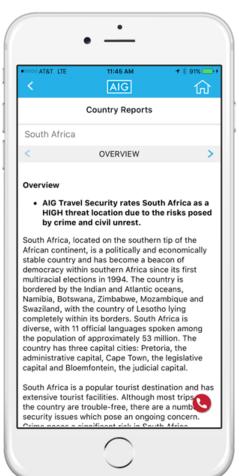


# **Country Reports**

Tap on "Country Reports" 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.

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



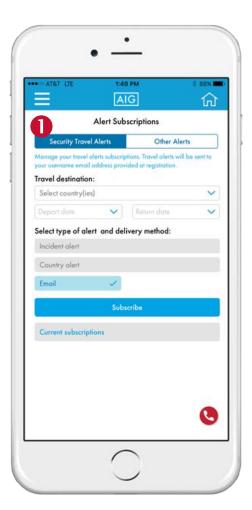


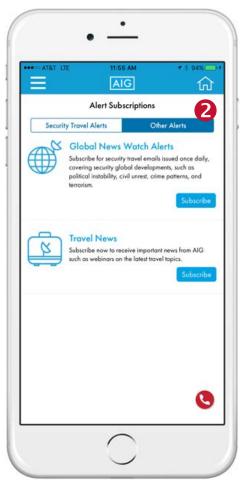


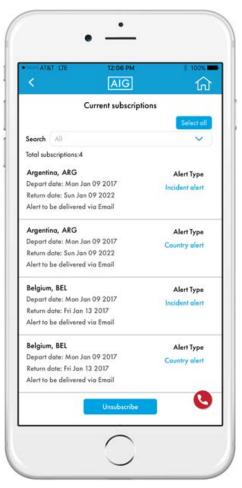
### **Alert Subscriptions**

Tap on "Alert Subscriptions" from the sidebar menu or home screen to subscribe or unsubscribe from email and/or SMS 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 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.

- 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).
- 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.



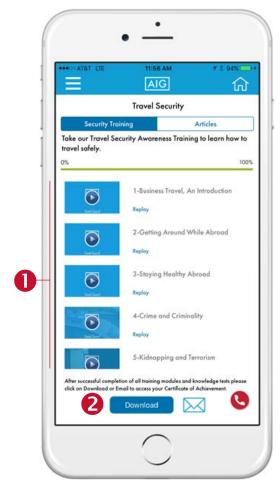


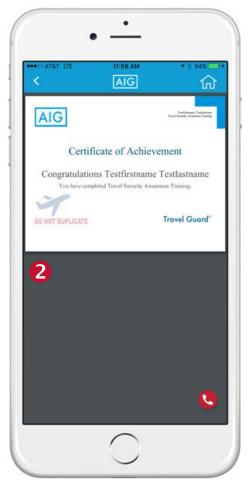


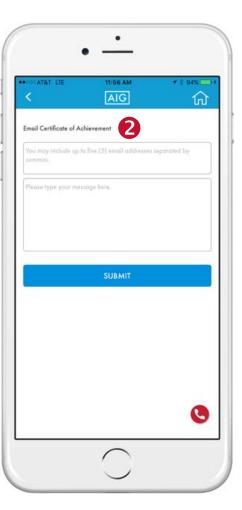
# Security Awareness Training Videos

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, organised and prepared traveler.

- Click on a module to begin training.
- 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.

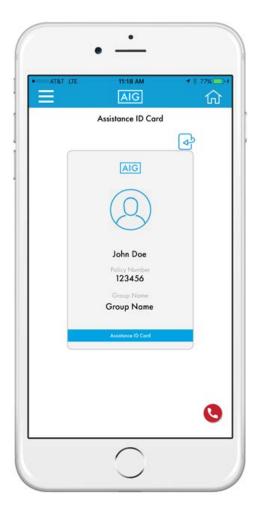


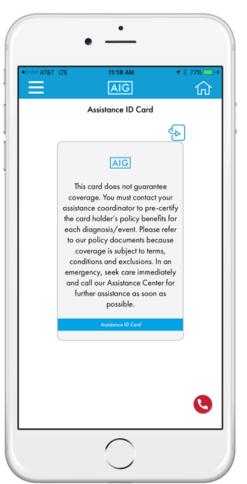




# Mobile App Assistance ID Card

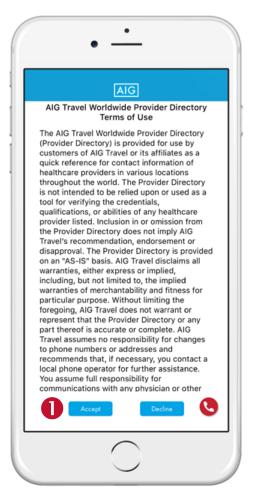
Tap on "Assistance ID Card" from the sidebar menu or home screen.

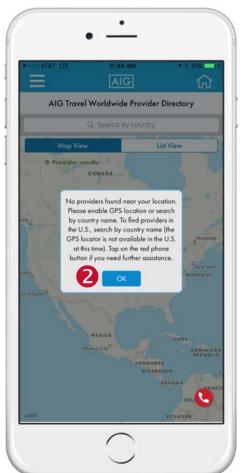




### **AIG Travel Medical Provider Directory**

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

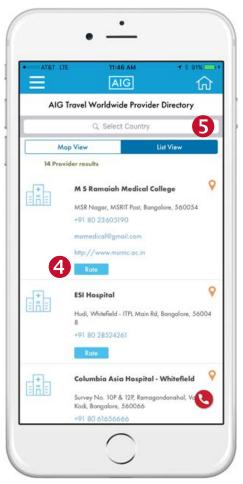


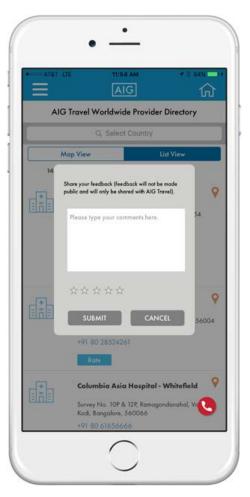


# **AIG Travel Medical Provider Directory**

- You have the option to see a map or list view of the nearest providers.
- 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).
- 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."







### **Medical Translations Tool**

- 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.
- Tap on the audio icon to hear the translation.

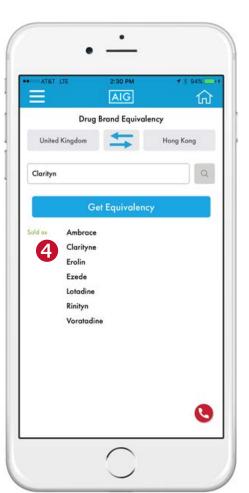




# **Drug Brand Equivalency Tool**

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

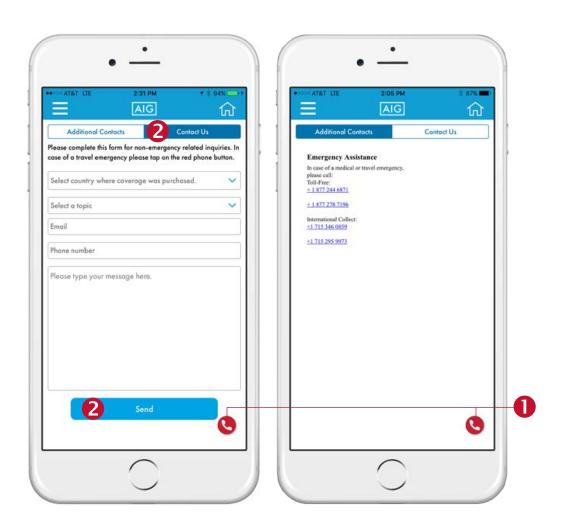




# Non-Emergency Contact Form and Additional Contact Details

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

- In case of a travel emergency, please tap on the red phone button to be directly connected with your global service centre
- 2 If you have a non-emergency issue, please complete the form and tap on "Send."





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

- A utility header appears across the top of all website pages with your name, policy number, assistance phone number, search bar and links to AIG, Contact, FAQ and to Log Out. 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.
- The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.
- The footer contains Legal Terms of Use and Privacy links.





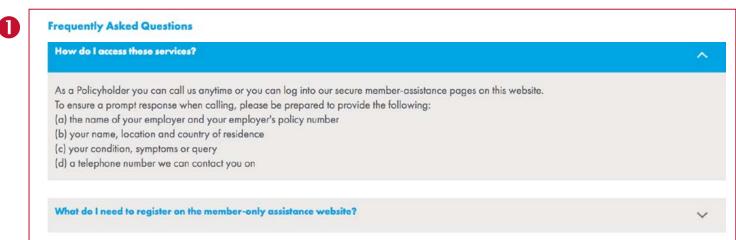
Copyright© 2016. American International Group, Inc. All rights reserved.

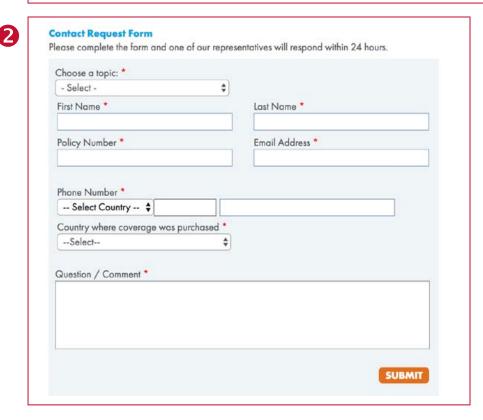
Terms of Use | Mobile Terms of Use | Privacy | FAQ | Contact Us

# Contact Request Form and FAQ

- Review the Frequently Asked Questions (FAQ) page.
- 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.







# Home Page

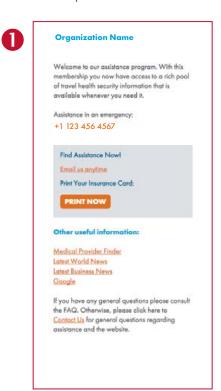
The Home page contains a hero carousel with a travel alert ticker and rotating hero banners. You may click on the travel alert ticker for more information. The rotating hero banners contain relevant news and information on website features.



2

Below the hero carousel are three columns of content information:

- The first column contains the policyholder's name and welcome message, assistance contact information and a PDF version of the assistance ID card.
- The second column contains a list of available assistance services, click on each one to learn about travel assistance benefits and services.
- 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. In addition, a Twitter widget pulls in feeds from AIG, Travel Guard®, World Health Organization (WHO), Centers for Disease Control (CDC) and other reputable sites.







# **Profile**

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

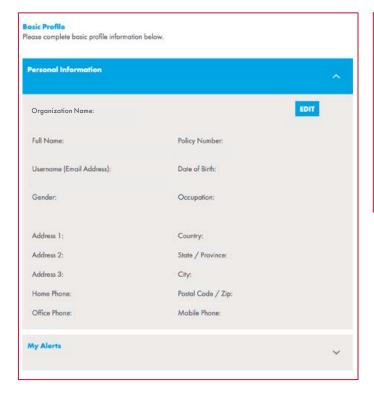
### My Basic Profile

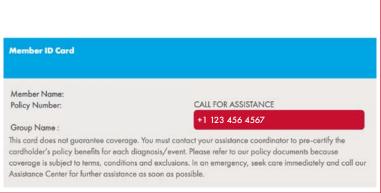
The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you cannot alter are the policyholder's name and policy number.

### **ID** Card

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







### **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.



Click on the "Subscribe" button to receive alerts.

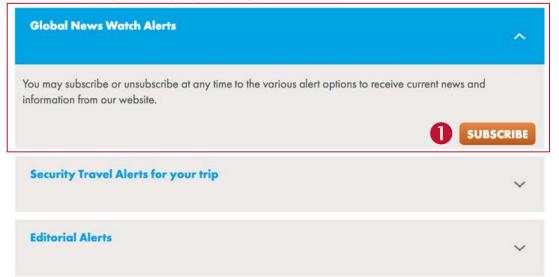
• You can subscribe or unsubscribe from alerts at any time on this page.



### Alerts

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

Please Contact Us if you need any help subscribing to our email alerts.



### **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**

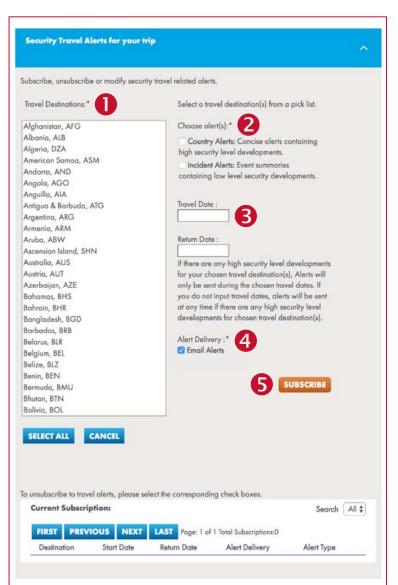
Editorial news from AIG such as case studies, webinars, travel health news and editorial news.

### **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 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.



- 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.
- Choose either a destination alert or incident alert or both within "Choose alert(s)."
- 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."
- 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.



Click on the "Subscribe" button to receive alerts.

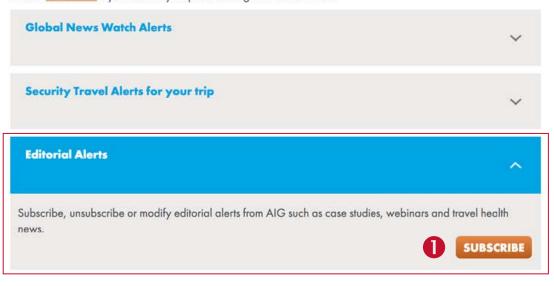
• You can subscribe or unsubscribe from alerts at any time on this page.



### Alerts

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

Please Contact Us if you need any help subscribing to our email alerts.



### **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.

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.

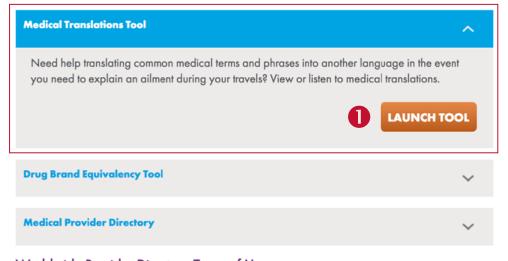


Click on the "Launch Tool" button.



### 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.



### Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Provider Directory (Provider Directory) is provided for use by customers of AIG Travel or its affiliates as 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. Inclusion in or omission from the Provider Directory does not imply AIG Travel's recommendation, endorsement or disapproval. The Provider Directory is provided on an "AS-IS" basis. AIG Travel disclaims all warranties, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for particular purpose. Without limiting the foregoing, AIG Travel does not warrant or represent that the Provider Directory or any part thereof is accurate or complete. AIG Travel assumes no responsibility for changes to phone numbers or addresses and recommends that, if necessary, you

### **Resource Links**

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

World Health Organization
Centers for Disease Control and Prevention
Translations
Visa & Embassy
Wikipedia
World Weather
Currency Calculator
Internation Time
World Clock Meeting Planner
International Phone Directory
International Airports
International New York Times
International Country Calling Codes
Worldwide Holidays and Observances

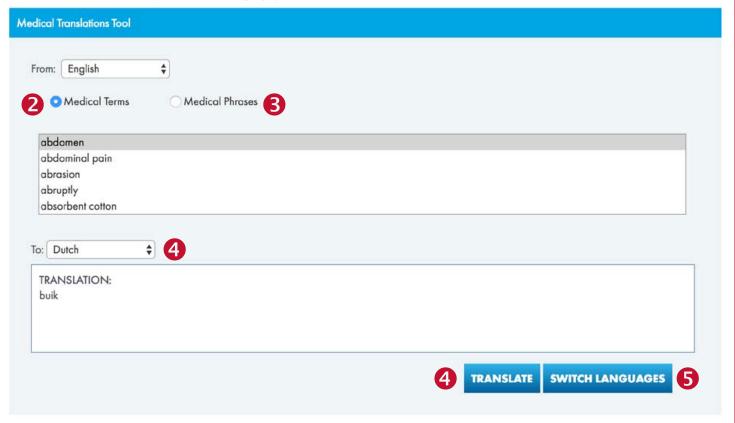
### **Member Benefits Assistance**

To view all of your member benefits, Click here

- 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.
- 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.
- 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.



### **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.

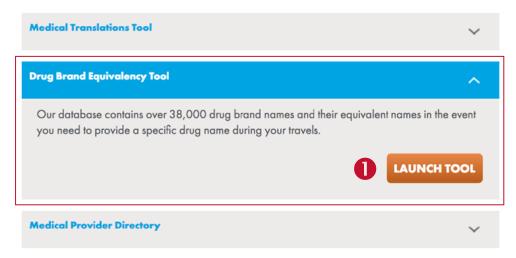


Click on the "Launch Tool" button.



### 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.



### Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Provider Directory (Provider Directory) is provided for use by customers of AIG Travel or its affiliates as 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. Inclusion in or omission from the Provider Directory does not imply AIG Travel's recommendation, endorsement or disapproval. The Provider Directory is provided on an "AS-IS" basis. AIG Travel disclaims all warranties, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for particular purpose. Without limiting the foregoing, AIG Travel does not warrant or represent that the Provider Directory or any part thereof is accurate or complete. AIG Travel assumes no responsibility for changes to phone numbers or addresses and recommends that, if necessary, you contact a local phone operator for further assistance. 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

### **Resource Links**

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

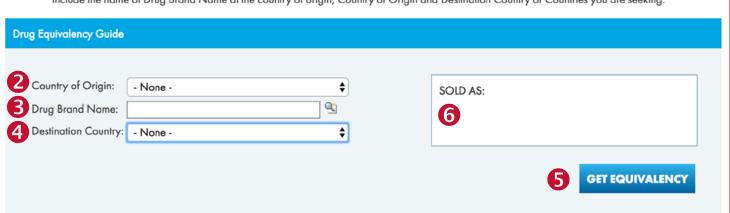
World Health Organization
Centers for Disease Control and Prevention
Translations
Visa & Embassy
Wikipedia
World Weather
Currency Calculator
Internation Time
World Clock Meeting Planner
International Phone Directory
International Airports
International New York Times
International Country Calling Codes
Worldwide Holidays and Observances

### **Member Benefits Assistance**

To view all of your member benefits, Click here

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

# 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 send an email to onlineassistadmin@travelguard.com and type in Subject Line: Medical Drug Tool, include the name of Drug Brand Name at the country of origin, Country of Origin and Destination Country or Countries you are seeking.



# **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 centre. In case of medical emergency, please go to the nearest hospital.

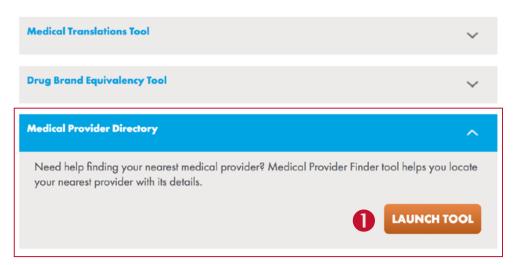


Click on the "Launch Tool" button.



### 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.



### **Resource Links**

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

World Health Organization
Iranslation
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

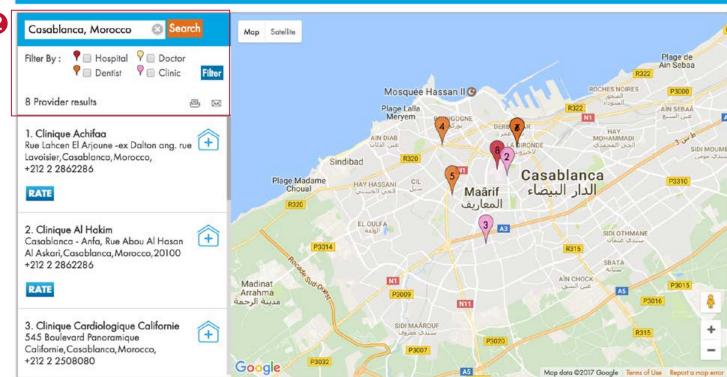
### **Member Benefits Assistance**

To view all of your member benefits, Click here

2

Enter your destination country to search for medical providers.





### Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Provider Directory (Provider Directory) is provided for use by customers of AIG Travel or its affiliates as 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. Inclusion in or omission from the Provider Directory does not imply AIG Travel's recommendation, endorsement or disapproval. The Provider Directory is provided on an "AS-IS" basis. AIG Travel disclaims all warranties, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for particular purpose. Without limiting the foregoing, AIG Travel does not warrant or represent that the Provider Directory or any part thereof is accurate or complete. AIG Travel assumes no responsibility for changes to phone numbers or addresses and recommends that, if necessary, you contact a local phone operator for further assistance. 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. It is not permissible to use, download, republish, sell, duplicate or "scrape" for any commercial or other purpose the Provider Directory or any of the data listings or other information contained therein, in whole or in part, in any medium. If you would like further information, or you do not see your country/city on the list, please contact us. In case of medical emergency, please go to the nearest hospital.

### Resource Links

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### Resources

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### **Resource Links**

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World Health Organization

Centers for Disease Control and Prevention

<u>Translations</u>

Visa & Embassy

<u>Wikipedia</u>

World Weather

Currency Calculator

Internation Time

World Clock Meeting Planner

International Phone Directory

**International Airports** 

International New York Times

International Country Calling Codes

Worldwide Holidays and Observances

### **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.



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:

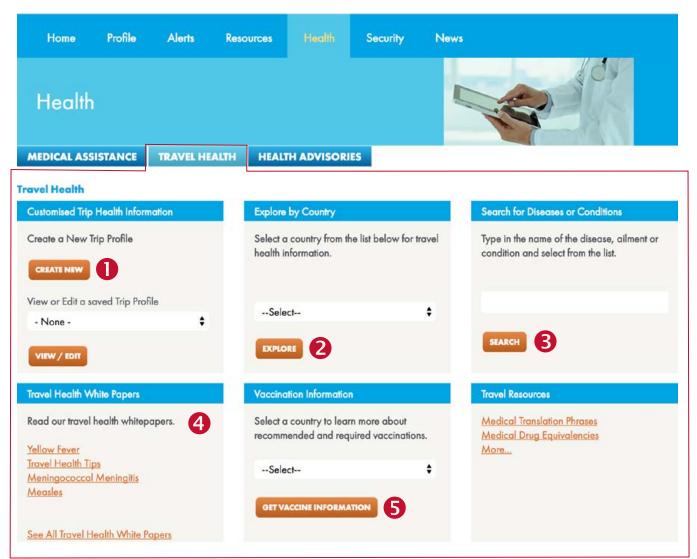
- More than 650,000 worldwide preferred providers
- · Specific networks, such as Global Doctors and UHI
- · 300+ air ambulance companies
- · On-staff travel specialists to assist companions and families with full-service travel expertise

### Health

### Travel Health

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

- 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.
- 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.
- 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.
- 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.



# Health

### **Health Advisories**

The Health Advisories sub-tab contains health advisories, webcasts and whitepapers produced by AIG Travel.



### **Health Advisories**



### **Travel Health Advisories**

Zika Virus, August 2016
Typhoid Fever, October 2015
Southeast Asia Haze, October 2015
MERS, June 2015
Flu, February 2015
Ebola overview



### **World Health Days**

Autism Awareness

Down Syndrome

Immunization

Malaria

Tuberculosis

Vector Born Diseases



### **Health Safety Guides**

Ramadan Health Tips Hypothermia Guide

### **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.



### **Security Services**

AIG Global Security 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.

Online access to up-to-date security information — Our security team monitors global incidents and developments 24/7 and regularly updates the website covering a wide range of topics such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

### **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.



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.



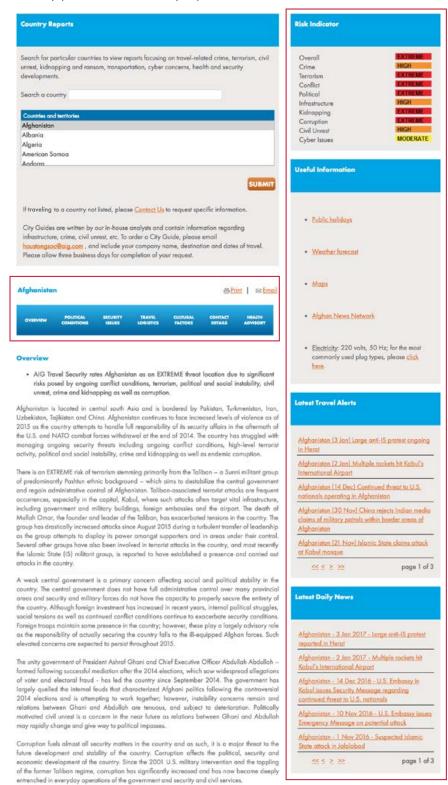
### Security

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 SUBMIT If traveling 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 houstongsoc@aig.com, and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

### **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.



### **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.



### **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
Home security advice
Natural and environmental hazards
Protecting your person and property
Security advice for women
Terrorism and civil threats
Travel security advice
Vehicle safety and 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, organised and prepared traveler.



Take a moment to read the user guide.

**Profile Alerts** Health Home Resources News Security SECURITY SERVICES **COUNTRY REPORTS** SECURITY ARTICLES SECURITY VIDEOS

### Security Videos

While traveling for business 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 addition to this training, the Travel Assistance website is specifically designed to help you prepare for business travel. You have full access to in-depth travel health and safety information, including visa and passport requirements, country guides, city reports and pre-travel tips. In the event you experience a problem while travelling, representatives are available 24/7/365 via our helpline to assist with emergency travel assistance, medical and security-related issues.

The Travel Assistance website and these training modules provide the tools and information necessary to be an aware, organised and prepared traveller. 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 >



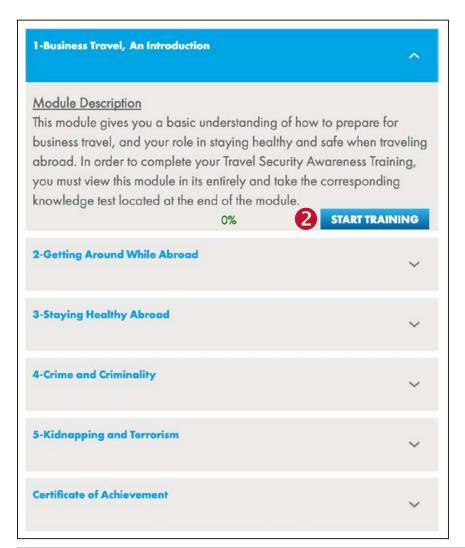
Each security video module must be completely viewed, including quiz completion, to be marked complete. Videos may be viewed in any order. Overall Percentage 0%

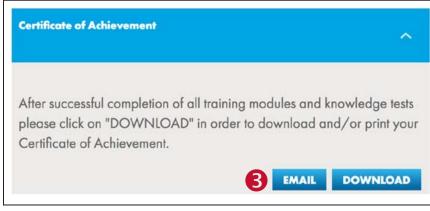
1-Business Travel, An Introduction



### **Security Awareness Training**

- Click on a module to begin training.
- 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.







# News

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



### News

View articles containing the latest travel tips and tricks and news on interesting destinations worldwide.





# Travel Guard®

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 and www.travelguard.com.

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today we provide a wide range of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services to customers in more than 100 countries and jurisdictions. Our 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 and the Tokyo Stock Exchange.

Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: www.linkedin.com/company/aig

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds.