

# AIG Travel's Assistance for WorldRisk

Employees of eligible WorldRisk Foreign Commercial Package insureds<sup>1</sup> receive around-the-clock access to the medical and travel assistance services of AIG Travel® if faced with a medical emergency, security issue, or unexpected travel problem.

AIG Travel's state-of-the-art assistance centres work closely with locally licensed medical providers and air ambulance providers, so insureds' employees can receive quality intelligence and care, even in the most remote locations 24/7.

## Travel Assistance Website and Mobile App

Employers have convenient access to the services of AIG Travel's worldwide network of assistance centres and service providers. Members can sign up for alerts, receive intelligence reports, and access a full array of services via the secure website and mobile app, including:

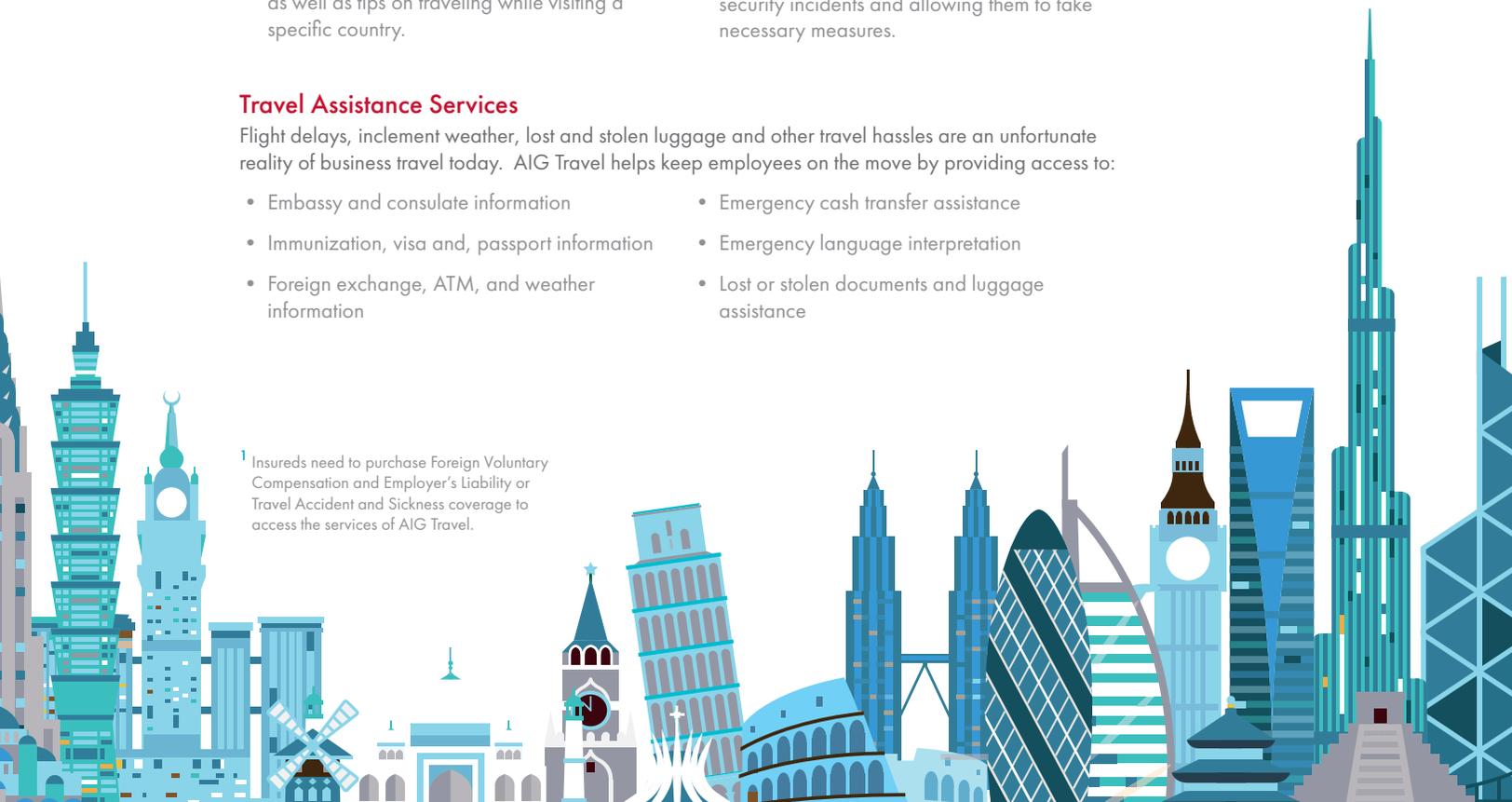
- In-depth travel health and safety information, including daily summaries of global security incidents that may affect travel or business abroad and visa and passport requirements.
- Country guides, city reports, and pre-trip tips, including information concerning the current situation in the requested area regarding crime, terrorism, civil unrest and infrastructure, as well as tips on traveling while visiting a specific country.
- Preferred medical provider networks.
- Individual profiles that store secure information.
- Access to employee traveller data in real time, with the ability to receive automated email alerts, tracking, and communication.
- Daily country email alerts for employees abroad to stay informed on the latest global security incidents and allowing them to take necessary measures.

## Travel Assistance Services

Flight delays, inclement weather, lost and stolen luggage and other travel hassles are an unfortunate reality of business travel today. AIG Travel helps keep employees on the move by providing access to:

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

<sup>1</sup> Insureds need to purchase Foreign Voluntary Compensation and Employer's Liability or Travel Accident and Sickness coverage to access the services of AIG Travel.



## Medical Assistance Services

From physician referrals to coordinating medical evacuations, AIG Travel helps employees address their medical needs with expediency and expert care by:

- Coordinating medical evacuation arrangements
- Monitoring medical assistance during medical care abroad
- Providing physician/hospital/dental/vision care referral details, when medical attention is required and assist with appointments
- Liaising with local governments to repatriate mortal remains
- Assisting with emergency prescription replacement while abroad
- Arranging for special medical services when required (e.g., oxygen or a wheelchair)

## Emergency Security and Political Evacuation Services

Crisis situations such as political unrest, personal threats, and armed conflict can happen anywhere, at any time, endangering the security of team members working abroad. With the purchase of Emergency Security and Political Evacuation coverage, AIG Travel provides security and evacuation assistance to insureds' employees who are faced with a crisis event when outside of their home country.

- Benefits can be paid "on behalf of" the client, rather than by reimbursement only, when arrangements are made by AIG Travel.
- Coverage does not require a government-issued warning to be activated.
- Employees may be removed from their immediate location, regardless of the nearest port of call.
- Coverage responds to crisis situations occurring from political unrest, personal threats and armed conflict.
- Evacuated employees, directors, officers and guests have the option to return to their host country or place of assignment within 14 days if return is safe and permitted.



AIG Travel's security services team is composed of personnel with a broad spectrum of security industry background, experience and expertise, ranging from government, military and law enforcement to corporate travel and asset protection. Global security analysts leverage a deep network of international contacts to gain valuable organic intelligence, and utilize several supporting software systems to efficiently aggregate and process intelligence information.

For more information, please visit [www.aig.com/us/travelassist](http://www.aig.com/us/travelassist).

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 countries and jurisdictions. These 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](http://www.aig.com) and [www.aig.com/strategyupdate](http://www.aig.com/strategyupdate) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: @AIGinsurance | LinkedIn: <http://www.linkedin.com/company/aig>.

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