



AIG TRAVEL PROTECT ASSISTANCE APP

Looking ahead for you — Support that travels with you

We provide 24/7 365 days support and access to our trained staff, including doctors and nurses, in numerous languages. Whether you are planning a trip or navigating an emergency abroad, the app helps provide everything you need to access medical support and travel assistance wherever you go.

Key Features



Trained Professionals

working in six centres across the world to provide 24/7 365 days access to support for clients.



Claims

make a claim while on the move — uploading photos and documents as you go.



Assistance ID Card

can be accessed in the event the physical card is forgotten or lost, providing you with important assistance information.



GeoSure Safe Score

provides real-time safety scores for cities and places all around the world.



One Touch 'Help' Button

connects to the global assistance centres with a single tap.



Country Reports and City Guides

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



Real-Time Travel Alerts

receive destination-specific alerts on health risks, weather events, civil unrest, and travel advisories.



Check-in Feature

enables travelers to seamlessly notify contacts of their safe arrivals while travelling.



My Trips

easily add and manage upcoming trips in one place.



Exchange Calculator

is a simple and convenient tool that lets users convert amounts from one currency to another.



Security Awareness Training

online travel safety videos and knowledge tests provide basic tools and information to be an aware, organized and prepared traveller and you can receive a certificate of completion via email.

Travel Smart

Before you go

- Download our app
- Input information on your next trip
- Review security and risk country reports for your destination
- Set your travel alerts
- Review the visa and travel requirements – entry rules, visa needs and travel documentation.

While you travel

- Instantly connect with our team anytime, anywhere. Know what to do in an emergency - from a natural disaster to political unrest. Locate medical professionals near you, wherever you are in the world.

How to access the app for new users

- Scan the QR code below to download the app from your local App store or go to the Apple App Store or Google Play Store from your smartphone and search for AIG Travel Protect.
- Create an account with your email address.
- Enter your policy number.

If you do not know your policy number, contact your relevant HR/Risk team.

How to access the app for existing users

- To download the mobile app, go to the Apple App Store or Google Play Store from your smartphone and search for “AIG Travel Protect” and log in with your existing credentials (do not click on “Register.”)

Scan the QR code at right to download the app from your local Google Play Store or Apple App.



Non-insurance, travel assistance services provided by AIG Travel Protect. AIG Travel Protect provides around-the-clock global support to customers who experience travel disruptions from minor inconveniences to life threatening emergencies. Designed by International SOS, Inc., owned and operated by AIG. Learn how AIG Travel Protect uses personal information at www.aig.com/globalprivacy and www.internationalsos.com/privacy-centre/member.

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