Travel Assistance Website User Guide

With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication for effective travel risk management. Some AIG policy holders have access to the member-only Travel Assistance Website, an online resource to stay a step ahead with the latest travel, security and health information. Whether it’s prior to travel, during the trip, or after the return home, our secure, member-only website provides travelers with convenient access to in-depth travel information 24/7/365.

This user guide contains instructions on how to navigate the secure Travel Assistance Website. If you require additional technical support related to the website, please click on “CONTACT" from the website and complete the form.
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Main 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 in unstable countries, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates.

**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** enable you to read the latest travel tips and news on destinations worldwide.

**Assistance ID Card** is also available online in the event the physical card is mislaid 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 and phrases into multiple languages.

**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 provides basic tools and information to be an aware, organized and prepared traveler.

**Mobile App** available for Apple and Android containing a one touch ‘help’ button connecting travelers directly to emergency travel assistance, access to travel resources and more. In addition, the full desktop travel assistance site is mobile-friendly on smartphone and tablet devices.
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Registration and Login Instructions
Once you have completed registration, the SAME login credentials may be used across all entry points (desktop/mobile site/mobile app).

Registration Instructions for New Users on Desktop or Mobile

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

1. To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android. The app is only available on smartphones – not tablets.

2. Click on the “Register Here” button.

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).

4. You will receive an automated email containing instructions to create a personal password.

Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to www.aig.com/us/casualty/travelguardassistance on your desktop or smartphone/tablet device and log in with your existing credentials.

2. To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android and log in with your existing credentials. The app is only available on smartphones – not tablets.
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Mobile App

Once you have completed registration, the SAME login credentials may be used across all entry points (desktop/mobile site/mobile app). Please log in to the mobile app and learn more about the app’s features on the following pages.
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Mobile App

Navigation and Elements Across Mobile App

1. A one touch ‘help’ button connects you directly to emergency travel assistance. This red button appears all across the mobile app.

2. A ‘hamburger’ navigation menu appears across the top of the app. Tap on the menu to view the sidebar menu.

Mobile App Contact Us

3. Tap on “Contact Us” from the sidebar menu to contact AIG Travel with non-urgent questions. In case of a medical or travel emergency, please push the red emergency assistance button.
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Mobile App

Mobile App Claims

4 Tap on “Claims” from the sidebar menu to view claims information and contact details.

Mobile App Travel Pack

5 Tap on “Travel Pack” from the sidebar menu to view a mobile-friendly travel assistance ID card.

Mobile App Profile

6 Tap on “Profile” from the sidebar menu to edit or complete optional profile information.
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Mobile App

Mobile App Country Reports

7 Tap on “Country Reports” from the sidebar menu to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

8 Tap on “Travel Security” from the sidebar menu to view general articles on travel-related safety or security concerns, including areas in which extra vigilance are advised, getting around and helpful security tips.

- Scroll down and expand the accordions to view more security article categories.

8 Mobile App Travel Security

a Type in the first few letters of the country, click on Search, and the country report will appear.

b Scroll down and expand the accordions to view more country report categories.
1. On the Travel Security page, scroll down and tap on “Security Videos” in order to view online travel safety videos and take a brief knowledge tests. These videos and knowledge tests can be accessed at your leisure and, once completed, a certificate will display. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.

- Take a moment to read the user guide.
- 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 receive the Certificate of Achievement.
Travel Assistance Website User Guide

Mobile App

Mobile App Terms of Use and Privacy Policy

Tap on “Mobile Terms of Use” or “Privacy Policy” from the sidebar menu to view legal statements.
Travel Assistance Website User Guide

Navigation and Elements Across Website

1. 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.

2. The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.

3. The footer contains Legal Terms of Use and Privacy links.
Travel Assistance Website User Guide

Contact Request Form and FAQ

4 Review the Frequently Asked Questions (FAQ) page.

5 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.

Frequently Asked Questions

What is the role of AIG Travel?

We provide covered travelers with emergency medical and travel assistance, concierge support and other services 24 hours a day - worldwide. One phone call connects you to our network of multilingual specialists for immediate help with medical, personal, and travel problems when away from home.

What do I need to do to use the program?

What if I have pre-trip questions about my travel destination?

Contact Request Form

Please complete the form and one of our representatives will respond within 24 hours.

Choose a topic: 
- Select -

First Name *

Policy Number *

Phone Number *

Question / Comment *

SUBMIT
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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.

Below the hero carousel are three columns of content information:

1. The first column contains organization name and welcome message, assistance contact information and a PDF version of the assistance ID card.
2. The second column contains a list of available assistance services, click on each one to learn about travel assistance benefits and services.
3. 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.
Travel Assistance Website User Guide

Profile

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

1. The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you can not alter are the organization name and policy number.

2. 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.

1 Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.
   a. Click on the “Subscribe” button to receive alerts.
   b. You can subscribe or unsubscribe from alerts any time on this page.
Travel Assistance Website User Guide

Alerts

1. Security Travel Alerts consist of:

   a. Destination Alerts are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.
   
   b. 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.

2. Select one country or multiple countries within the Travel Destinations pick list. If you wish to subscribe to all countries click on the “Select All” button.

3. Choose either a destination alert or incident alert or both within “Choose alert”

4. You have the option to input travel dates and if there are any travel incidents you will receive them during the specified dates.

5. If you do not want to input travel dates delete the date fields and alerts will be sent at any time.

6. Click on the “Subscribe” button.

7. You can subscribe or unsubscribe from alerts any time on this page.
Alerts

3 Editorial Alerts are news from AIG such as case studies, webinars, travel health news and editorial news.
   a. Click on the “Subscribe” button to receive alerts.
   b. You can subscribe or unsubscribe from alerts any time on this page.
Travel Assistance Website User Guide

Resources

The resources page contains on-the-go medical translations, drug brand name guidance, a medical provider directory and resource links.

1. 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.
   a. Click on the “Launch Tool” button.
Travel Assistance Website User Guide

Medical Translations Tool

b. 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.

c. 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.

d. Select the language for which you are seeking translation in the second column and click on the “Translate” button.

e. If you want to reverse the translation click on the “Switch Languages” button.
Travel Assistance Website User Guide

Drug Brand Equivalency Tool

2 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.

   a. Click on the “Launch Tool” button.

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

- World Health Organization
- Translation
- Visa & Embassy
- Wikipedia
- World Weather
- Currency Calculator
- International Time
- World Clock Meeting Planner
- International Phone Directory
- International Airports
- International Herald Tribune Global News
- AT&T Direct Access Numbers
- World Holidays

Member Benefits Assistance

To view all of your member benefits, Click Here.
Travel Assistance Website User Guide

Drug Brand Equivalency Tool

b. Select a country where you obtained the medical drug from the “Country of Origin” list.

c. Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.

d. Select the country you are seeking the drug equivalent name from the “Destination Country” list.

e. Click on the “Get Equivalency” button.

f. Drug brand name equivalency will appear in the “Sold As” box.

Drug Equivalency Guide

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.
Travel Assistance Website User Guide

Medical Provider Directory

3 The medical provider finder tool 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 center. In case of medical emergency, please go to the nearest hospital.

a. Click on the “Medical Provider Finder” button.

b. Select a continent, country and city.
Travel Assistance Website User Guide

Resource Links

A directory of resource links for travelers are available to reference (these external websites are not owned or managed by AIG).

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.

Medical Translations Tool

Drug Brand Equivalency Tool

Medical Provider Directory

Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Assistance Provider Directory (Provider Directory) is provided for use by customers of AIG Travel and 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 is not
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Health Medical Assistance

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.

The medical assistance sub-tab explains benefits and services.

### MEDICAL ASSISTANCE

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 UH!
- 300+ air ambulance companies
- On-staff travel specialists to assist companions and families with full-service travel expertise

While AIG Travel has wholly owned medical monitoring staff, we do not own clinics/hospitals. We coordinate with medical facilities worldwide to provide the most appropriate care for your employees.
Travel Assistance Website User Guide

Travel Health

2. The travel health sub-tab contains personalized travel health profiles, country health reports, disease directory, vaccination information and whitepapers.

a. 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.

b. 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.

c. 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.

d. Click on any of the whitepaper titles you are interested in viewing. You can save, print or email these reports at any time.

e. 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.
Travel Assistance Website User Guide

Health Advisories

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

The security 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.

1. The Security Services sub-tab explains benefits and services.
Travel Assistance Website User Guide

Security Country Reports

The Destination 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.

a. 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.
b. 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.
Travel Assistance Website User Guide

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 are advised, getting around information and helpful security tips.
Security Awareness Training

The security 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 completion will display. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.

a. Take a moment to read the user guide.

Security Videos

While traveling 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 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 traveling, representatives are available 24/7/365 via our toll-free number to help 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, organized and prepared traveler. 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.
Travel Assistance Website User Guide

Security Awareness Training

b. Click on a module to begin training.

c. At the end of each training video there will be a brief knowledge test for you to take. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Certificate of Achievement

After successful completion of all training modules and knowledge tests please click on "DOWNLOAD" in order to download and/or print your Certificate of Achievement.
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News Page
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.

Case Studies
Kenya
Manila
Egypt
Lebanon
Madagascar
Mali
Mumbai

Travel News

Travel Health Advisories
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AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance solutions and assistance. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance 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 serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. 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 | 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.

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