

# Travel Guard®

## What you need to know for your trip.

With a wide array of travel, medical and security services, AIG Travel helps millions of travelers solve problems and manage risks worldwide. We provide a full array of services that are available to you from before you begin your trip through to the claims process. Wherever your travels may take you, in the event of a medical emergency, security issue or unexpected travel problem, we are never more than a phone call away.

### Before you go



- Install the AIG Travel Assistance App from the [Apple App Store](#) or [Google Play Store](#) from your smartphone.
- Tap on "Register" and when you reach "Country where coverage was purchased", select: **United States - A&H**
- Input the required fields and your policy number: **9157885**

After completing registration you may also access the full website, utilizing existing login credentials, at [www.aig.com/us/travelguardassistance](http://www.aig.com/us/travelguardassistance)

- Use the app to call for Travel Guard® Assistance, locate nearby medical providers and leave feedback on your experience. Also, check out the drug brand equivalency tool, medical translation tools and specific country reports.

### While traveling

#### When medical assistance is needed, AIG Travel will:

- Make arrangements for the person requiring assistance to receive appropriate medical care.
- Provide medical monitoring assistance during medical care abroad
- Provide physician/hospital/dental/vision care referral details, when medical attention is required and assist with appointments.
- Assist with emergency prescription replacement while abroad.
- Provide regular updates to an authorized company, school or family representative.
- Coordinate medical evacuation arrangements.

#### When security assistance is needed, AIG Travel will:

- Connect you with an AIG Travel security team member who will provide advice or coordinate assistance, as required.
- Provide security evacuation assistance, if needed.
- Provide security safety advisories.
- Provide urgent message alerts and relays.
- Provide 24-hour response services to assist employees and their families during an incident, as required.

#### AIG Travel Assistance can also assist with:

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

### Contact AIG Travel

Email: [assistance@aig.com](mailto:assistance@aig.com)

Toll-Free within the U.S.A.:  
**1-877-832-3523**

Call Collect/Reverse Charge:  
**1-715-295-1194**

#### Helpful information to have available:

- Client name
- Contact phone number
- Current medical facility/ physician
- Current location
- Secondary point of contact
- Visa or alien number
- Symptoms and medical reports (if available)
- Email address
- Date of birth
- Passport information
- Details of incident, condition of person(s) needing assistance

### Filing a claim

**Toll-Free within the U.S.:** 1-800-551-0824

**Call Collect:** +1-913-495-6520  
8 a.m. - 6 p.m. EST Monday - Friday

**PO Box:** Accidental & Health Claims Dept.  
P.O. Box 25987  
Shawnee Mission, KS 66225

**Email:** [AHClaims@aig.com](mailto:AHClaims@aig.com)

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multilingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at [www.travelguard.com](http://www.travelguard.com), and follow us on Facebook, Instagram and LinkedIn.

