

# Travel Guard<sup>®</sup>

## What you need to know for your trip.

With a wide array of travel, medical, security and services, AIG Travel helps millions of travellers 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

- To access the AIG Travel Assistance App, open your camera app and scan the QR code or search for it on the Apple App Store or Android Play Store from your smartphone.
- Tap on “Register” and when you reach “Country where coverage was purchased”, select Australia.
- Input the required fields and your policy number:



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

- Use the app to call for Travel Guard<sup>®</sup> 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.

AIG Travel Assistance can also assist with:

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

### Contact AIG Travel

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

Call:

Toll-Free within the U.S.A.:

### While travelling

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 authorised 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.

### 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

### Lodging a claim

In Australia insurance products are provided by AIG Australia Limited ABN 93 004 727 753 AFSL 381686.

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard<sup>®</sup> 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.aig.com/travel](http://www.aig.com/travel) or [www.travelguard.com](http://www.travelguard.com), and follow us on [Twitter](#), [Facebook](#), [Instagram](#) and [LinkedIn](#).

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