The AIG Benefits Travel Assist™ Advantage

With today's political, environmental, cultural and technical instabilities, the world is riskier than ever. From crime and health hazards to natural disasters and social unrest, you can experience a range of threats during business travel.

With the AIG Benefits Travel Assist™ program, you can feel confident knowing that your employer has the flexibility and global reach to respond to a full range of traveler needs.

Employee Only

This brochure is a brief description of your Travel Assistance Service. Services are provided only while the covered individual is more than 100 miles away from their residence (true, fixed, permanent home) or permanent place of assignment. For more detailed information on coverage, please call the number on your AIG Card.

Travel Accident/Medical Evacuation/Repatriation $250 - CALL FIRST!

Please detach card.
Assistance Services

AIG Benefits Travel Assist™ offers a broad spectrum of customer service and account support solutions worldwide. Through our six Assistance Centers located around the globe, we provide an array of services designed to help travelers cope with emergencies and simplify the travel experience.

Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to medical needs anywhere in the world.

- Emergency Medical Evacuation
- Referrals to Hospitals and Providers
- Emergency Prescription Replacement
- Medical Case Management
- Medical Payment Arrangements

Worldwide Travel Assistance

With Ambassador, help is just a phone call away. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information.

- Lost/Stolen Baggage Assistance
- Lost Passport/Travel Documents
- ATM Locator
- Roadside Assistance
- Emergency Telephone Interpretation
- Legal Referrals/Bail Bond

Security Assistance Services

We're here to help you feel secure at home or while traveling. Regional and subject matter specialists are on call to assist with up-to-the-minute, destination-specific advisories.

- Security evacuation assistance with immediate, on-the-ground physical response
- 24-hour response services to assist employees and their families during an incident
- Security and safety advisories
- Global risk analysis
- Up-to-the-minute information on current world situations

VIP Concierge Services

Put your plans in our hands. Our concierges are available 24/7 to respond to virtually any request—large or small.

- Restaurant Referrals and Reservations
- Event Ticketing
- Ground Transportation Coordination
- Golf Referrals/Tee-Time Reservations
- Wireless Device Assistance
- Corporate Event Planning

Identity Theft Assistance²

From process education to providing contact information for credit reporting agencies, trained representatives are here to take calls 24 hours a day, 7 days a week.

- Account Activity Monitoring
- Financial Account Investigation
- Credit Review and Fraud Detector
- Social Security Personal Earnings and Benefits Statement Assistance
- Criminal Prosecution Assistance

In 2009, U.S. business travelers took 432 million trips—a significant number of which were within a heightened risk environment.¹

AIG BENEFITS TRAVEL ASSIST™ ID CARD

Toll-Free/Free Phone (within the U.S.): 1-877-244-6871
Collect/Reverse Charge (outside the U.S.): +1-715-346-0859
Email: travelassist@aigbenefits.com

Contact in the event of:
- Emergencies
- Eligibility verification
- Doctor referrals
- Medical evacuations
- Repatriation of remains
- Benefit plan information and payments
- Assistance services

www.aigbenefits.com/travelassist

Mail claims to: Claims Administration - Dept., P.O. Box 202871, Shawnee Mission, KS 66226-6897