



## A Complete Suite of Assistance Services

### Included in Travel Guard® Insurance Plans\*

Expenses incurred from third party vendors for assistance services not part of a filed insurance plan are the responsibility of the traveler.

<p><b>Travel Medical Assistance</b></p> <p>From physician referrals to coordination of medical evacuations, we attend to your medical assistance needs all over the world.</p>	<ul style="list-style-type: none"> <li>Emergency medical evacuation transportation assistance</li> <li>Physician/hospital/dental/vision referrals</li> <li>Assist with repatriation of remains</li> <li>Emergency prescription replacement assistance</li> <li>Return travel arrangements</li> <li>Coordinate dispatch of doctor or specialist</li> <li>In-patient and out-patient medical case management</li> <li>Qualified liaison for relaying medical information to family members</li> <li>Medical evacuation quote</li> <li>Arrangements of visitor to bedside of hospitalized insured</li> <li>Eyeglasses and corrective lens replacement assistance</li> <li>Medical payment arrangements</li> <li>Coordinate shipment of medical records</li> </ul>
<p><b>Worldwide Travel Assistance</b></p> <p>Our assistance coordinators, available 24/7, will help solve last-minute travel problems or emergencies, arrange your travel affairs and are always connected to the latest travel information.</p>	<ul style="list-style-type: none"> <li>Flight rebooking assistance</li> <li>Hotel rebooking assistance</li> <li>Rental vehicle booking assistance</li> <li>Roadside assistance</li> <li>Coordinate emergency return travel arrangements</li> <li>Missed connections coordination</li> <li>Lost baggage search; stolen luggage replacement assistance</li> <li>Lost passport/travel documents assistance</li> <li>ATM locator</li> <li>Emergency cash transfer assistance</li> <li>Emergency telephone interpretation assistance</li> <li>Urgent message relay to family, friends or business associates</li> <li>Up-to-the-minute travel delay reports</li> <li>Currency conversion or purchase</li> </ul>
<p><b>Concierge Services</b></p> <p>You receive the comfort, care, and attention of AIG Travel's personal assistance coordinators available 24/7 to respond to virtually any request — large or small.</p>	<ul style="list-style-type: none"> <li>Assist with restaurant reservations</li> <li>Event ticketing arrangements</li> <li>Ground transportation coordination</li> <li>Latest worldwide weather and ski reports</li> <li>Golf tee time and course referrals</li> <li>Wireless device assistance</li> <li>Find, wrap, and deliver one-of-a-kind gifts</li> <li>Floral services</li> <li>Private air charter assistance</li> <li>Cruise charter assistance</li> <li>Special occasion reminders and gift ideas</li> </ul>
<p><b>Personal Security Services</b></p> <p>You can feel more confident with AIG Travel's Personal Security Assistance at home or while traveling.</p>	<p><b>Security</b></p> <ul style="list-style-type: none"> <li>Up-to-date security intelligence of events occurring throughout the world</li> <li>Arrange emergency and security evacuations</li> <li>Coordinate consultants to extract client to safety</li> </ul> <p><b>Identity Theft**</b></p> <ul style="list-style-type: none"> <li>Collaborate with law enforcement</li> <li>24/7 access to security and safety advisories, global risk analysis and consultation specialist</li> <li>Assist victim with investigation of financial accounts</li> <li>Assist victim with coordinating communication to creditors</li> <li>Assist victim in reviewing account activity</li> <li>Obtain additional resources as needed</li> </ul>

For more information, call AIG Travel at 1.800.826.1300 or contact your travel advisor and agent.

\*Not all services are included in all plans. \*\*Identity Theft assistance not available in New York.

Travel assistance services are provided by AIG Travel, Inc., a member of American International Group, Inc. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel related services. Non-insurance services provided by AIG Travel and/or its subsidiaries offer assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler.

This is a summary only of services offered. Actual offerings may vary by group size and are subject to state insurance law, and the benefits/provisions as described may vary due to such law. All services are subject to the policy terms, conditions, limitations, reductions, exclusions and termination provisions. Please see policy and certificate for details. 1002 04/02/20 TG-12260-20