

AIG Travel Protect

LOOKING AHEAD
FOR YOUR BUSINESS



AIG supports organizations and their people wherever business takes them — combining our global expertise with in-house medical assistance to help keep every journey safe and supported. Looking Ahead For Your Business.

AIG Accident and Health

Business Travel Accident (BTA) Product Overview



A&H Underwriting Expertise Worldwide

Industry Leader

AIG has 50+ years' experience in A&H insurance, underwriting industries that constitute 99% of the global employee population

Global Reach / Local Support

A strong portfolio written out of 30 countries covering business travel globally

Best in class Underwriting

High-quality, benefit-rich policies provided by seasoned, dedicated underwriters



Client Servicing and Claims Handling

Scale

Servicing 25,000+ BTA clients in over 215 territories around the world

Efficiency

Efficient policy issuance, responsive claims payments, cost containment

Duty of care and travel risk management

Support to keep employees safe



Travel Assistance Services

Medical Assistance

Emergency medical evacuation, in-patient / out-patient services, etc.

Travel Assistance

Rebooking, lost baggage, lost passport, etc.

Security

Security evacuation assistance, etc.



A&H Products supported by AIG Travel Protect assistance

Business Travel Accident (BTA) Insurance

The core benefit of BTA Insurance is 24-hour Accidental Death & Dismemberment (AD&D) coverage. Additional coverages available include supplemental out-of-country accident and emergency sickness medical, emergency medical and security evacuation, repatriation of mortal remains, and travel inconvenience benefits including lost personal property and travel delay

Multinational Business Travel Accident Insurance

AIG offers a global multinational network that can cover employees in over 200 countries worldwide, providing risk managers with consistent duty of care and benefit levels

Associations and Student Travel Groups

Travel and medical insurance for associations, groups and students to protect them on holiday, study abroad and beyond

Introducing AIG Travel Protect

AIG continues to innovate in A&H, and we recognized the need for a premium assistance-led business travel accident offering

What's changed/new

- This enhanced service replaces our previous offering
- **Clients' travel policy benefits and contact numbers remain unchanged**, but the support behind it is becoming even stronger
- Our flexible, global cover provides clients and their employees with medical support, security and travel assistance wherever they go
- With designated doctors and nurses offering compassionate care in multiple languages, help is never more than a phone call away
- This can help the travelling employees have confidence, peace of mind and stress-free travel

Unique to AIG, we operate our own in-house business travel assistance provider dedicated exclusively for our business clients



What is AIG Travel Protect

An elevated travel assistance experience focused exclusively on our group and business travel clients

AIG Travel Protect is a purpose built, in-house global assistance operation designed exclusively to support AIG's clients

AIG Travel Protect is a high touch/high quality service for AIG's BTA clients, delivering an assist-first service experience

- Always on 24/7 365 days
- Multilingual clinical and operations teams
- 30+ medical professionals trained in emergency care, intensive care and other relevant specialties
- Guaranteed availability of medical professional for every call/case
- Supporting employees with security and travel inconveniences

Globally distributed centres offering follow the sun 'always on' service

- Locations: San Antonio, Mexico City, London, Mauritius, Manila and Guangzhou
- Specialists include doctors, nurses, operations specialist, network managers and quality control / learning & development staff

Services and operating model are tailored to AIG's market leading BTA policies and clients

- Contracted provider networks to offer optimal service, outcomes and cost containment, and cashless service
- Contracted re-pricing networks to achieve best rates in high-cost markets
- Partnered with preferred evacuation providers based on AIG case volumes

Why you can trust AIG Travel Protect

Designed with International SOS.

Owned and operated by AIG.

AIG has spent more than two years creating AIG Travel Protect

We made a **\$50M+** investment commitment to offer the best embedded assistance in the market, which will grow AIG Travel Protect over the next five years

AIG retained the leading travel assistance provider, International SOS, and their consulting services to help us design AIG's new, world-class travel assistance offering. This includes:

- Staffing mix and levels in-line with case volume and types
- Operating procedures and case handling
- Staffing profiles and training curriculum
- International SOS' consulting team remain in support of AIG for the 100-day hyper care period following launch

AIG has built a best-in-class leadership team bringing deep expertise from the world's leading assistance companies



AIG Travel Protect Global Leadership

We have hired some of the best across the industry



Dr Michael Braida
Global Medical Director

Dr Michael Braida, MD is a senior medical executive and intensivist with over 20 years of international leadership experience in critical care, aeromedical and assistance medicine, and global medical governance.

Based in London, Michael is the Global Medical Director, AIG Travel Protect, with executive responsibility for worldwide clinical governance and complex multinational operations. He has led large-scale military, aviation, offshore, and corporate health programs across Europe, the Middle East, Africa, Asia-Pacific, and North America, including senior roles supporting the US Defence Health Agency.

A former senior intensivist and HEMS physician, he is also a long-standing EURAMI Board Member and Senior Auditor.

[READ MICHAEL'S FULL PROFILE](#)



Thierry Montrieux
Global Service Delivery Director

Thierry Montrieux is an accomplished international operations executive with 33 years of experience in medical assistance, emergency response, and global healthcare logistics.

Based in London, Thierry is the Global Service Delivery Director, AIG Travel Protect. He has led high-performing teams across medical assistance and travel risk management sectors, delivering critical care solutions in fast-paced, high-pressure, and often remote or complex environments.

Thierry is known for building and scaling global medical assistance capabilities, He has overseen air and ground evacuation programs, managed international case management networks, and driven operational excellence across multiple continents.

[READ THIERRY'S FULL PROFILE](#)

AIG Travel Protect Global Leadership

Built and managed by industry experts

Each of the AIG Travel Protect assistance centers is led by senior experts hired from leading global assistance providers

Our expert team is comprised of experienced case managers, call handlers, and a dedicated medical team.

The medical team includes more than 30 qualified professionals with an average 14 years experience.

We have a proven track record of recruiting and cross-training staff into premier assistance operations, medical and security personnel.

- Rigorous and proven sourcing
- Carefully vetted and experienced profiles
- Three-months of AIG client training prior to working on platform
- Ongoing mentorship and support from senior leadership and experienced team members

Global reach, delivered through local expertise



AIG Travel Protect App

Our market leading app allows you to easily access local emergency numbers, travel certificates as well as real-time risk and security alerts

-  **One Touch 'Help' Button**
- **Assistance ID Card**
- **Country and City Reports**
- **Security Travel Alerts**
- **File a Claim**
- **Riskline 'Safe Score'**
- **Security Awareness Training**
- **My Trips**
- **Currency Converter**



