



# AIG Travel Protect Frequently Asked Questions

## How do I move my clients from Travel Guard to the new product?

The transition to AIG Travel Protect will be as seamless as possible and will not impact your current insurance policy with AIG. For example, the phone numbers you call for assistance will not change. Please contact your AIG contact for full details of the transition process.

As a broker all you should do is inform your client of the change and provide them with the new marketing materials that has instructions on how to download the new app and log in. Your AIG contact will provide you with these.

## Will the new service change the premiums you charge for your travel insurance?

No, your premiums will not change due to the service provider change.

## How many different languages will AIG Travel Protect be able to support in house?

Our assistance handlers provide the following language support as soon as the call is answered. Outside the hours listed below, English and Spanish are available 24/7. All other languages are supported 24/7 via a three-way call with a translator.

1. **English** 24 hours a day, seven days a week
2. **Spanish** 24 hours a day, seven days a week
3. **French** 12 hours a day, seven days a week
4. **Danish** 8 hours a day Monday to Friday
5. **Swedish** 8 hours a day Monday to Friday
6. **Italian** 8 hours a day Monday to Friday
7. **Portuguese** 8 hours a day Monday to Friday
8. **Mandarin** 9 hours a day Monday to Friday

## Will AIG Travel Protect be able to provide the necessary support for staff who are in hostile locations around the world?

AIG Travel Protect is the complete solution where clients' valued employees can access unparalleled resources – wherever and whenever they need them. Your current insurance policy and benefits will not change so AIG Travel Protect will continue to offer 24/7/365 access to a wide range of Security Assistance and Evacuation services including secured transportation services coordination and executive protection.

## As a new assistance provider how has AIG Travel Protect connected with global hospital networks?

Since January 2025, AIG has developed partnerships that provide AIG Travel Protect with access to hospital networks globally. These networks offer vetted providers that will deliver high quality care at negotiated rates.

## What materials do clients need to update now they have moved to AIG Travel Protect?

As part of your welcome or onboarding pack we will provide clients with a sample welcome letter for you to copy and paste into your companies intranet website.

For large corporates that use Travel Management Companies (TMC) please ask your TMC's to change any reference to AIG Travel Guard in booking confirmations, to AIG Travel Protect.

## Can we provide a customised enhanced assistance programme for clients that want to add additional benefits? (e.g. Travel Tracer)

We recommend working with the market leaders in travel assistance, International SOS as they have multiple options for a robust workforce resilience programme that include these features. We are happy to arrange an introduction.

For full terms, conditions and benefits related to AIG products, please refer to the policy and associated documents.

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