



# AIG Travel Protect

AIG supports organisations 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.



From small disruptions to big ones, AIG Travel Protect provides flexible, global medical support, security and travel assistance around the world, helping to ensure our clients' employees remain focused on the business at hand.

AIG Travel Protect will help Clients meet their duty-of-care obligations to employees – whether for security issues, medical emergencies or travel inconveniences and more. Wherever traveling employees may be, in the event of a medical emergency or unexpected travel disruption, they are never more than a phone call away from our experts – with services operating 24/7 365 days.

## Travel Assistance Services

AIG Travel Protect provides a broad spectrum of services, key highlights include:



Every call handled by medically trained specialists and registered doctors and nurses – with support available in all major languages.



24/7 365 days response service to assist employees and their families when they travel.



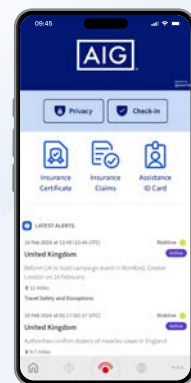
Our approach is to assist first. We won't waste your time on unnecessary policy verification steps.



Begin your claim directly in our secure mobile App or web portal.



Supporting employees with security and travel inconveniences, such as evacuation assistance, meet and greet, lost personal items or luggage, as well as providing support with organising transportation.



AIG Travel Protect App – an essential travel tool, with real-time risk alerts and the ability to track and manage safety and security by country and city.

# Benefits

## Tailored services, wherever and whenever your employees travel

- We have the world covered** – assisting your employees worldwide.
- Minimising risk** – proactive planning and expert response, helping to ensure your employees' safety wherever they are.
- Enabling you to meet your duty of care obligations** – for traveling employees.
- Easy programme to administer** – connecting insurance, services and claims with no additional requirements for administrative oversight.
- Streamlined coordination** – between your organisation's risk management, HR and security departments.
- Full cost transparency** – there are no additional or hidden fees at time-of-service.

## For the traveling employee

-  **Ensures travellers can access global support 24/7 365 days** wherever they are in the world.
-  **Your employees have direct access to in-house doctors and nurses** providing compassionate expert care.
-  **Market leading AIG Travel Protect App**, where you can access local emergency numbers in one click.

## Why AIG

AIG supports organisations 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.

### The AIG Travel Protect Advantage

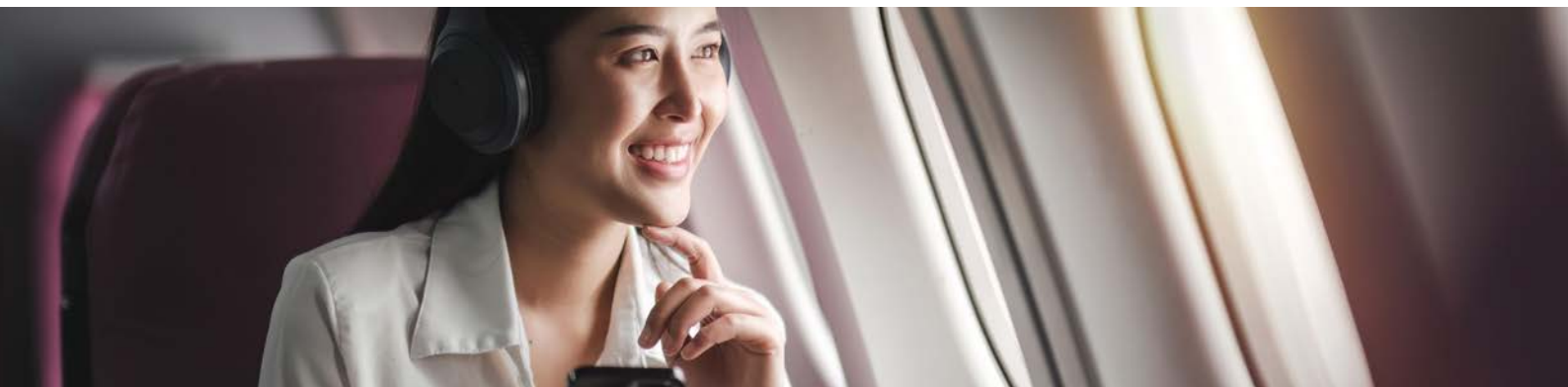
- ✓ **Direct access to medically trained specialists**
- ✓ **Outstanding multinational capabilities**
- ✓ **Market-Leading Mobile App – start a claim in app for quick resolution**
- ✓ **Global expertise, local approach**

## Claims: Expert support when it matters most

Through AIG Travel Protect we can provide seamless support to our clients – from an insured's initial call through to the resolution of their claim. Our claims promise helps ensure employees travel with confidence and ease.

Looking ahead for your business.

We paid out on over **68k claims** totalling more than **\$76M** in 2025.



To learn more about how AIG Travel Protect can help cover employees, contact your agent, broker or representative.



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

American International Group, Inc. (NYSE: AIG) is a leading global insurance organization. AIG provides insurance solutions that help businesses and individuals in more than 200 countries and jurisdictions protect their assets and manage risks through AIG operations, licenses and authorizations as well as network partners. For additional information, visit [www.aig.com](http://www.aig.com). This website with additional information about AIG has been provided as a convenience, and the information contained on such website is not incorporated by reference herein. AIG is the marketing name for the worldwide operations of American International Group, Inc. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries and jurisdictions, and coverage is subject to underwriting requirements and actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds. American International Group UK Limited is registered in England: company number 10737370. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register ([www.fca.org.uk/register](http://www.fca.org.uk/register)).



# AIG Travel Protect

Helping to keep every journey safe and supported.  
Looking ahead for you.



Our flexible, global services provide medical support, security and travel assistance wherever you may go. This can help provide you confidence, peace of mind and stress-free travel. Our doctors and nurses provide compassionate support in numerous languages and are only a phone call away.

## Travel Smart

### Before you leave

- Download the AIG Travel Protect App, see details below
- Review security and risk country reports and city guides
- Complete our security awareness training
- Set risk and travel alerts via the app, under 'My Trips'

### When traveling

You can contact our travel assistance services and medical professionals directly through the App, or call emergency services in any country in the world with one click. Follow the instructions below to download the app.

## Travel Assistant App

With our market leading app, you can:

- Access 24/7 support whenever you need it
- Access local emergency numbers
- Support available in eight major languages
- Start a claim
- View real-time risk and security reports for the area you're visiting

### Download the app

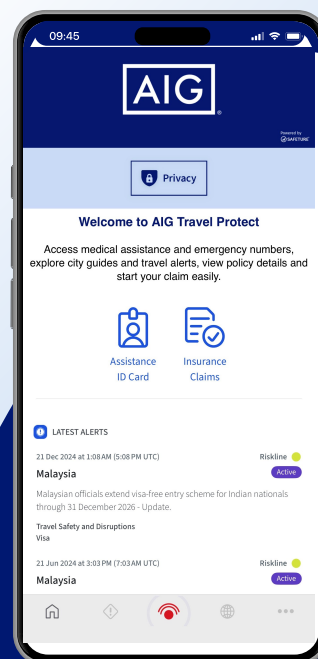
- 1 Scan the QR code to download the app from your local App store
- 2 Create an account with your work email address
- 3 Enter your policy number



### Access via desktop / web browser

- Visit <https://aigtravelprotect.com/>
- Create an account with your work email address
- Enter your policy number

For more information about your travel assistance service visit [aig.com](https://aig.com)





# AIG Travel Protect App Download and Setup Guide

**Helping to keep every journey safe and supported. Looking ahead for you.**

AIG Travel Protect App is your ultimate companion for helping you stay safe during your travels.

By downloading the app, you gain access to a powerful tool that provides peace of mind, empowers you with real-time safety information, and helps ensure your well-being is never compromised.



## How To Download & Login



**1 Download app**

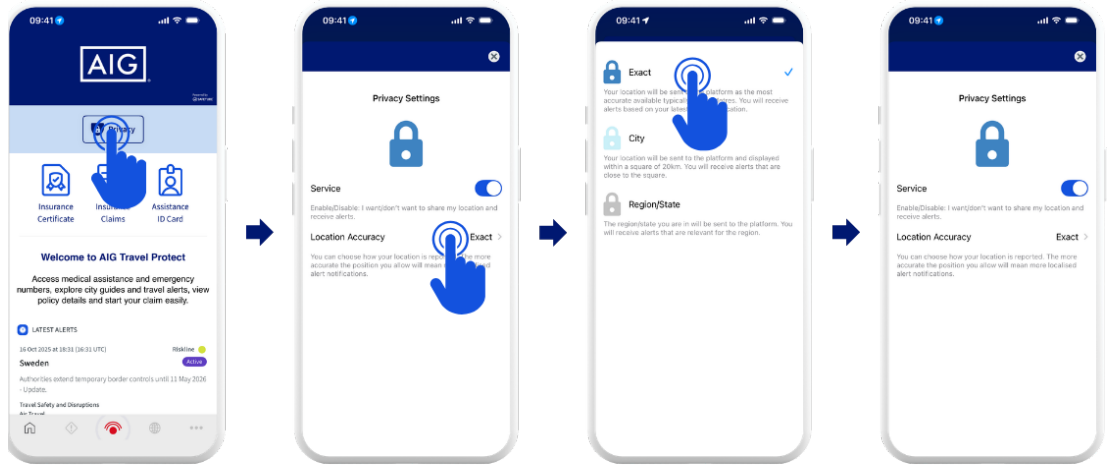
**2 Click create new account / sign up**

**3 Enter your email and choose your desired password**

**4 Enter your policy number.**  
Please note: it's case-sensitive, and the policy number should not contain spaces.

**5 Register and verify your phone number**

## How To Change privacy & update location settings



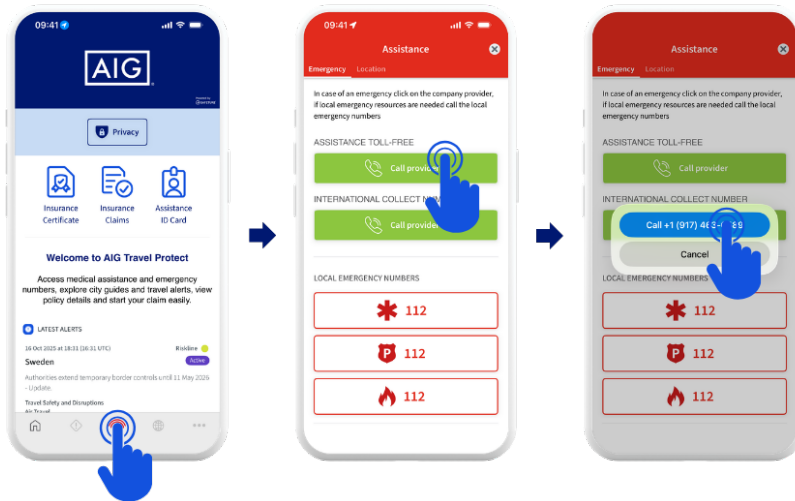
**1** From home screen, push Privacy at the top

**2** Push Location Accuracy

**3** Select your desired level

**4** Keep service ON

## How To Initiate Emergency Assistance



**1** From home screen, push the Assistance button

**2** Push one of the assistance buttons

**3** Push the phone number to initiate a call to assistance

## Useful Information

### Change Privacy Settings

To change your privacy, go to "Privacy" on the Welcome page in the app. You can set privacy for exact, city, and region/state. Also, make sure to set your phone's location to "always allow."

### Filter Alerts

You can filter what you see on the map in the app's alerts tab. You'll always get relevant push notifications based on your location, regardless of risk.

### Battery Usage

The app generally uses about 2% of your battery when in the background during a day.

### No Internet Connection

The app works on both wifi and cellular networks. For the fastest experience we recommend using the app on wifi. Critical functions like the emergency assistance button will always be available.

### App Languages

The app supports system languages and offers machine translation for more languages. You can change this in the app's settings.