Tap into a valuable resource for travelers

If travel plans are interrupted by unforeseen circumstances, timely and knowledgeable support can be hard to come by. To help you travel without worry, policyholders of AIG Private Client Group, a division of the member companies of American International Group, Inc. (AIG), are invited to access a wide array of proprietary services offered by AIG Travel, an AIG company. Seasoned professionals with global resources can help you solve travel-related problems and manage risks every step of the way.

Accessing travel services
AIG Private Client Group homeowners policyholders in the U.S. are automatically eligible to access assistance services from AIG Travel. Simply call one of the phone numbers below or visit the member-only website and register with your homeowners policy number to explore the available services:

- Toll-free:  866 475 7506
- Collect:   715 342 3544
- www.aig.com/us/pcgtravelassist

Ready to serve you
AIG Travel operates eight global service centers around the world. These centers are available around the clock, 365 days a year to deliver unparalleled service when travelers need it most. Please note that while AIG Travel provides access to the following services, fees associated with the assistance you receive are your responsibility.

Security assistance
Through a global network of security experts, you can count on an immediate response for minor security incidents to truly life-threatening events while traveling:

- Security response is available 24 hours a day, 7 days a week, 365 days a year to assist you, your family, and your traveling companions with any security threats that occur while you are on a trip.
- Security evacuation assistance is available for threats such as natural disasters, terrorism, political unrest, interstate conflicts, pandemics, and disease outbreaks.
- Security and safety advisories before and during a trip, as well as access to consultations with our security specialists before you embark on a trip.
- Access urgent travel alerts updated in real-time through the member website as well as on the mobile app. These alerts can also be pushed to your mobile phone while you are traveling.
- Access a wealth of security information online to plan for your trip more securely, including detailed country reports and worldwide threat assessments.
ROUND-THE-CLOCK TRAVEL ASSISTANCE

Medical assistance
Get medical assistance 24/7 anywhere in the world by contacting board-certified doctors and nurses who are able to assist in even the most complex medical cases. Your medical needs are met with expediency and care:

• Emergency medical assistance if you become sick or injured while on a trip, including emergency medical evacuation transportation assistance.
• Access to consistent monitoring of your condition from the time of illness through your return trip home. Each step of the way, doctors consult with the treating doctor at your location to ensure a higher level of care, proper course of treatment, sufficient medical conditions, and a safe and secure plan for your trip home.
• Access to over 650,000 medical providers worldwide, including 5000 hospitals and over 85,000 ancillary network providers.
• Referrals to local hospitals and physicians pre-qualified to handle you and your family’s care in the event of a medical emergency.
• Translation services to assist in ensuring and advocating for proper care in foreign countries.
• Arrangement of visitor to your bedside if you require hospitalization.
• Emergency prescription assistance and physician, hospital, dental and vision referrals and appointment coordination.

Travel assistance
Flight delays, unpredictable weather, lost baggage, and other travel hassles are an unfortunate reality. Ensure a seamless trip from start to finish:

• Stolen and lost luggage assistance.
• Lost passport/travel document assistance.
• Embassy and consulate information.
• Immunization, visa and passport information.
• Emergency cash transfer assistance.
• Foreign exchange, ATM and weather information.
• Emergency language interpretation.
• Urgent message relay to family or friends.
• Emergency return travel arrangements.
• Flight rebooking and missed connection assistance.

Concierge service
Policyholders also are given access to 24/7 concierge and personal assistance services such as:

• Restaurant referrals and reservations.
• Ground transportation coordination.
• Event ticketing.
• Golf tee-time reservations.
• Wireless device assistance.
• Driving directions.
• Retail store locator.

For more information, please contact your independent insurance advisor.

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. Products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. AIG Private Client Group is a division of the member companies of AIG. Not all products and services are available in every jurisdiction, and insurance coverage is governed by actual policy language. Certain products and services may be provided by independent third parties. Insurance products may be distributed through affiliated or unaffiliated entities. 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.

About AIG Travel and Travel Guard®
AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance solutions and assistance. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our website at www.travelguard.com.

Products or services may not be available in all countries or states, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. In the United States, Travel Guard insurance products are offered through licensed insurance producers, including Travel Guard Group, Inc., and underwritten by National Union Fire Insurance Company of Pittsburgh, Pa., a Pennsylvania insurance company with its principal place of business at 175 Water Street, New York, NY 10038, that is currently authorized to transact business in all states and the District of Columbia. NAIC No. 19445.