

AIG Assist

24-Hour Emergency Travel Assistance Services

OVERVIEW

Emergency travel assistance services by AIG Assist are generally included with WorldRisk Travel Accident and Sickness coverage. These services are available 24-hours-a-day, 7-days-a-week, 365-days-a-year through a toll-free or collect number to the AIG International Services (AIG IS) Worldwide Call Center. Below is an overview of the available services and how AIG Assist can help you.

TRAVEL ASSISTANCE SERVICES

Lost Documents	Instruct employee how to replace lost passports, visas, credit cards, tickets.
Lost Personal Effects	Help employee track missing effects, complete necessary forms for police/airline, retain receipts, and file claims if appropriate.
Emergency Messages	Store and retrieve emergency messages from family or business electronically.
Emergency Travel Services	Manage airline & hotel reservations/changes while the employee is in transit.
Dependent Assist	Make airline and hotel arrangements for dependents if they are left behind due to unforeseen circumstances.
Emergency Cash	Work with employee to use a personal source of funds to cover emergency expenses.
Legal Referrals	Offer names & contacts of appropriate attorneys worldwide.
Language Interpretation	Provide traveler with over-the-telephone translation in emergencies and during medical situations.
Weather	Provide current weather conditions worldwide.
Currency Rates	Provide up to date currency and exchange rates.
Embassy Information	Provide contact information and services offered for the nearest government offices, embassies, consulates.
Bail Bonds	Help traveler obtain a bond using personal sources of funds.
Security Evacuation	AIG Assist can make arrangements for an evacuation due to political or other reasons. A small service charge in addition to actual evacuation expenses will apply. Should specialty arrangements be needed due to location or circumstances in the location, AIG Assist will work with one of our partners, some of the world's top security specialist firms.

MEDICAL ASSISTANCE SERVICES

Hospital Guarantee	Help coordinate hospital admission.
Immunization	Provide information on recommended and required immunization information.
Medical Record Storage	Provide storage of records needed during a medical emergency.
Special Services	Arrange for special medical services such as wheelchairs and oxygen.

MEDICAL ASSISTANCE SERVICES (CONT.)

Medical Transport	Arrange for a medical evacuation or repatriation and make all necessary arrangements with transport provider and medical professionals.
Repatriation of Mortal Remains	Make all necessary arrangements for the return of remains in accordance with local governmental procedures.
Medical Referrals	Provide the name, contact information and office hours for medical providers in traveler's destination.
Emergency Messages	Store and retrieve emergency medical messages electronically.
Emergency Medication	When traveler forgets or runs out of prescription medication, AIG will contact traveler's doctor and have prescription filled and shipped to traveler at traveler's expense.

CONTACT INFORMATION

AIG Assist staff members, including travel assistance coordinators, registered nurses and U.S. board certified doctors, are fully trained to handle emergency situations with a consultative and caring approach towards employees and their families. AIG Assist services are designed to:

- 1.) provide fast-acting, life-saving help in an emergency and
- 2.) make international travel less troublesome.

How to Contact the AIG Assist 24-hour Worldwide Call Center:

- Inside the US and Canada, dial our toll-free number: 1-800-401-2678.
- Outside the US and Canada:
 - Request an international operator and proceed with your call.
 - To place a collect call, ask the international operator to place a collect call to Houston, TX, USA at 01-713-260-5508
- Our fax number is: 01-713-974-3422.

When to Contact AIG Assist:

- When you require medical assistance or have a medical emergency.
- For all non-medical situations (lost luggage, lost documents, legal help, etc.).
- Whenever there is a travel-related question.

AIG Assist is available 24-hours-a-day/7-days-a-week/365-days-a-year.

Information you will need to provide to AIG Assist when you call:

- Advise AIG Assist that you are insured under WorldRisk TAS coverage.
- Provide your Policy number.
- Be prepared to explain the nature of your call and/or emergency. Be sure to provide **the contact information at your current location** in the event the line is disconnected and AIG Assist needs to call you back.

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