Travel Assistance Website User Guide

With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication for effective travel risk management. Some AIG policy holders have access to the member-only Travel Assistance Website, an online resource to stay a step ahead with the latest travel, security and health information. Whether it’s prior to travel, during the trip, or after the return home, our secure, member-only website provides travelers with convenient access to in-depth travel information 24/7/365.

This user guide contains instructions on how to navigate the secure Travel Assistance Website. If you require additional technical support related to the website, please click on “CONTACT” from the website and complete the form.
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Main Travel Assistance Website Features

**Alerts** contain security level developments, such as terror attacks, large-scale demonstrations and protests, major strikes, infrastructure/aviation/weather/health disasters or disruptions, significant threats, government warnings, major elections in unstable countries, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates.

**Country Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories.

**Case Studies** help you understand how we assist travelers from minor injuries to life-threatening situations.

**Travel Articles** enable you to read the latest travel tips and news on destinations worldwide.

**Assistance ID Card** is also available online in the event the physical card is mislaid or left at home.

**Travel Health** educates travelers on health-related concerns, precautions and requirements for destinations and ability to create personal travel health profiles.

**Medical Translations Tool** translates medical terms and phrases into multiple languages.

**Drug Brand Equivalency Tool** generates drug brand names and their equivalent names for multiple countries.

**Worldwide Provider Tool** offers 24/7 access to our network of medical providers’ contact information, virtually anywhere they may go.

**Security Awareness Training** provides you with online travel safety videos and knowledge tests provides basic tools and information to be an aware, organized and prepared traveler.

**Mobile App** available for Apple and Android containing a one touch ‘help’ button connecting travelers directly to emergency travel assistance, access to travel resources and more. In addition, the full desktop travel assistance site is mobile-friendly on smartphone and tablet devices.
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Registration and Login Instructions

Once you have completed registration, the SAME login credentials may be used across all entry points (desktop/mobile site/mobile app).

Registration Instructions for New Users on Desktop or Mobile

1. To access the full website, visit www.aig.com/us/travelguardassistance on your desktop or smartphone/tablet device. OR

1. To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android. The app is only available on smartphones – not tablets.

2. Click on the “Register Here” button.

3. Provide name, email address (email address serves as your username) and policy number (if you do not know your policy number please contact your Human Resources or Risk Management Team).

4. You will receive an automated email containing instructions to create a personal password.

Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to www.aig.com/us/travelguardassistance on your desktop or smartphone/tablet device and log in with your existing credentials.

2. To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android and log in with your existing credentials. The app is only available on smartphones – not tablets.
Travel Assistance Website User Guide

Mobile App

Once you have completed registration, the SAME login credentials may be used across all entry points (desktop/mobile site/mobile app). Please log in to the mobile app and learn more about the app’s features on the following pages.

Digital environments for the travel assistance website

A comprehensive website available through multiple digital devices

- Desktops
- Laptops
- Tablets
- Smartphones
  Mobile-Friendly Site and Smartphone Mobile App
Travel Assistance Website User Guide

Mobile App

Navigation and Elements Across Mobile App

1. A one touch ‘help’ button connects you directly to emergency travel assistance. This red button appears all across the mobile app.

2. A ‘hamburger’ navigation menu appears across the top of the app. Tap on the menu to view the sidebar menu.

Mobile App Contact Us

3. Tap on “Contact Us” from the sidebar menu to contact AIG Travel with non-urgent questions. In case of a medical or travel emergency, please push the red emergency assistance button.
Travel Assistance Website User Guide

Mobile App

Mobile App Claims

4 Tap on “Claims” from the sidebar menu to view claims information and contact details.

Mobile App Travel Pack

5 Tap on “Travel Pack” from the sidebar menu to view a mobile-friendly travel assistance ID card.

Mobile App Profile

6 Tap on “Profile” from the sidebar menu to edit or complete optional profile information.
Travel Assistance Website User Guide

Mobile App

Mobile App Country Reports

1. Tap on “Country Reports” from the sidebar menu to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

2. Type in the first few letters of the country, click on Search, and the country report will appear.

3. Scroll down and expand the accordions to view more country report categories.

Mobile App Travel Security

1. Tap on “Travel Security” from the sidebar menu to view general articles on travel-related safety or security concerns, including areas in which extra vigilance are advised, getting around and helpful security tips.

   • Scroll down and expand the accordions to view more security article categories.
1. On the Travel Security page, scroll down and tap on “Security Videos” in order to view online travel safety videos and take a brief knowledge tests. These videos and knowledge tests can be accessed at your leisure and, once completed, a certificate will display. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.

   • Take a moment to read the user guide.
   • Click on a module to begin training.
   • At the end of each training video there will be a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.
Travel Assistance Website User Guide

Mobile App

Mobile App Terms of Use and Privacy Policy

Tap on “Mobile Terms of Use” or “Privacy Policy” from the sidebar menu to view legal statements.
Travel Assistance Website User Guide

Navigation and Elements Across Website

1. A utility header appears across the top of all website pages with your name, policy number, assistance phone number, search bar and links to AIG, Contact, FAQ and to Log Out. The AIG logo in the top left corner is clickable and takes you to the home page.
   - After 30 minutes of inactivity the website will immediately log you out.

2. The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.

3. The footer contains Legal Terms of Use and Privacy links.
Travel Assistance Website User Guide

Contact Request Form and FAQ

4. Review the Frequently Asked Questions (FAQ) page.

5. Contact AIG Travel with non-urgent questions on the Contact Request Form. In case of a medical or travel emergency, please call the assistance phone number listed on the website.
Travel Assistance Website User Guide

Home Page

The home page contains a hero carousel with a travel alert ticker and rotating hero banners. You may click on the travel alert ticker for more information. The rotating hero banners contain relevant news and information on website features.

Below the hero carousel are three columns of content information:

1. The first column contains organization name and welcome message, assistance contact information and a PDF version of the assistance ID card.
2. The second column contains a list of available assistance services, click on each one to learn about travel assistance benefits and services.
3. The third column contains a travel security global news watch widget with the latest global security news. Click on text or the arrows within the widget to read more. In addition, a twitter widget pulls in feeds from AIG, Travel Guard®, World Health Organization (WHO), Centers for Disease Control (CDC) and other reputable sites.
Travel Assistance Website User Guide

Profile

The profile page contains a My Basic Profile sub-page and ID Card sub-page.

1. The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you can not alter are the organization name and policy number.

2. The ID Card sub-page displays a general online version of assistance ID card information.

Profile Page

My Basic Profile

ID Card

Basic Profile

Please complete basic profile information below.

Personal Information

Organization Name

Full Name

Policy Number

Email

Date of Birth

Gender

Address 1

Country

Address 2

State / Province

Address 3

City

Home Phone

Postal Code / Zip

City

Country

Phone

Email

Emergency Contact 2

First Name

Last Name

Relationship

City

Country

Phone

Email

My Alerts

Member ID Card

Member Name:

Policy Number:

Group Name:

Effective Date:

Expiration Date:

CALL FOR ASSISTANCE

U.S. and Canada Toll Free:
+1 800 123 4567
International Collect:
+1 123 456 4567
Travel Assistance Website User Guide

Alerts

The alerts page allows you to subscribe to various alert options to receive current news and information from the website.

Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

a. Click on the “Subscribe” button to receive alerts.
b. You can subscribe or unsubscribe from alerts any time on this page.

Description of Alerts

Global News Watch Alerts
Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Destination Alerts
Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts
Event summaries containing low security level developments, such as minor infrastructure/aviation/weather/health issues, minor government/political updates, minor protests, isolated criminal events, strikes by small groups/unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts
Marketing news from AIG such as case studies, webinars, travel health news and editorial news.
Alerts

Security Travel Alerts consist of:

a. **Destination Alerts** are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

b. **Incident Alerts** are event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

- Select one country or multiple countries within the Travel Destinations pick list. If you wish to subscribe to all countries click on the “Select All” button.

- Choose either a destination alert or incident alert or both within “Choose alert”

- You have the option to input travel dates and if there are any travel incidents you will receive them during the specified dates

- If you do not want to input travel dates delete the date fields and alerts will be sent at any time.

- Click on the “Subscribe” button.

- You can subscribe or unsubscribe from alerts any time on this page.
Travel Assistance Website User Guide

Alerts

3. Editorial Alerts are news from AIG such as case studies, webinars, travel health news and editorial news.
   a. Click on the “Subscribe” button to receive alerts.
   b. You can subscribe or unsubscribe from alerts any time on this page.
Travel Assistance Website User Guide

Resources

The resources page contains on-the-go medical translations, drug brand name guidance, a medical provider directory and resource links.

1. The medical translations tool translates common medical terms and phrases into another language in the event you need to explain an ailment during your travels.
   a. Click on the “Launch Tool” button.
Medical Translations Tool

b. Select the medical term you are interested in finding and check the circle next to “Medical Terms” and scroll down to find the term. You may also type in the first letter of a term to see the available options.

c. If you are interested in finding a specific medical phrase check the circle next to “Medical Phrases”, select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.

d. Select the language for which you are seeking translation in the second column and click on the “Translate” button.

e. If you want to reverse the translation click on the “Switch Languages” button.

Medical Translations Tool

1. Select a native language in the dropdown list.
2. If you are interested in finding a medical term, check the circle next to “Medical Terms” and scroll down to find the term. You may also type in the first letter of a term to see the available options.
3. If you are interested in finding a specific medical phrase, check the circle next to “Medical Phrases”, select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.
4. Select the language you are seeking translation in the second column and click on the “Translate” button.
5. If you want to reverse the translation click on the “Switch Languages” button.
6. If you can not find a medical translation, would like to provide feedback or need further assistance please Contact us. Tell us the native language, medical term and/or phrase and final language you cannot find or need assistance with.
Travel Assistance Website User Guide

Drug Brand Equivalency Tool

2 The drug brand equivalency tool contains local country drug brand names in the event you need to look up a specific drug name during your travels.

a. Click on the “Launch Tool” button.
Travel Assistance Website User Guide

Drug Brand Equivalency Tool

b. Select a country where you obtained the medical drug from the “Country of Origin” list.
c. Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.
d. Select the country you are seeking the drug equivalent name from the “Destination Country” list.
e. Click on the “Get Equivalency” button.
f. Drug brand name equivalency will appear in the “Sold As” box.
Travel Assistance Website User Guide

Medical Provider Directory

3 The medical provider finder tool is a quick reference for contact information of healthcare providers in various locations throughout the world. The Provider Directory is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed. If you would like further information, please contact your assistance center. In case of medical emergency, please go to the nearest hospital.

a. Click on the “Medical Provider Finder” button.

b. Select a continent, country and city.

Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Assistance Provider Directory (Provider Directory) is provided for use by customers of AIG Travel or its affiliates as a quick reference for contact information of healthcare providers in various locations throughout the world. The Provider Directory is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed.

Inclusion in or exclusion from the Provider Directory does not imply AIG Travel’s recommendation, endorsement or disapproval. The Provider Directory is provided on an “AS-IS” basis. AIG Travel disclaims all warranties, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for particular purpose. Without limiting the foregoing, AIG Travel does not warrant or represent that the Provider Directory or any part thereof is accurate or complete. AIG Travel assumes no responsibility for changes to phone numbers or addresses and recommends that, if necessary, you contact a local phone operator for further assistance. You assume full responsibility for communications with any physician or other provider you contact through the Provider Directory. AIG Travel in no...
A directory of resource links for travelers are available to reference (these external websites are not owned or managed by AIG).

Resource Links

The following are some noteworthy resource links for travelers (links to these external websites are not owned or managed by AIG).

- World Health Organization Translation
- Visa & Embassy
- Wikipedia
- World Weather
- Currency Calculator
- International Time
- World Clock Meeting Planner
- International Phone Directory
- International Airports
- International Herald Tribune Global News
- AT&T Direct Access Numbers
- World Holidays

Member Benefits Assistance

To view all of your member benefits, Click Here
Travel Assistance Website User Guide

Health Medical Assistance

The health page will help you learn how to stay healthy during travel, as well as research your destination and prepare for trips ahead of time.

1. The medical assistance sub-tab explains benefits and services.

From physician referrals to coordination of complex medical evacuations, AIG Travel has in-depth experience providing a wide range of medical monitoring services. For over 30 years, AIG Travel has ensured our travelers’ medical needs are met with expediency and expert care, including:

- Making medical evacuation arrangements
- Medical monitoring assistance during medical care abroad
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local governmental procedures
- Providing physician/hospital/dental/vision care referrals when medical attention is required, including assistance with scheduling appointments
- Assistance with emergency prescription replacement while abroad
- Arranging special medical services when required (e.g., oxygen or a wheelchair)

Worldwide Medical Department

AIG Travel has established a wholly owned global medical monitoring team, which enables us to deliver robust medical monitoring for our customers 24 hours a day. Our team includes:

- Physicians board certified in emergency medicine or other specialties
- RNs/paramedics, all with emergency/critical care backgrounds, some with aero-medical experience
- Medical case managers staffed in our wholly-owned, global Assistance centers

Worldwide Network Provider capabilities include:

- More than 650,000 worldwide preferred providers
- Specific networks, such as Global Doctors and UHI
- 300+ air ambulance companies
- On-staff travel specialists to assist companions and families with full-service travel expertise

While AIG Travel has wholly owned medical monitoring staff, we do not own clinics/hospitals. We coordinate with medical facilities worldwide to provide the most appropriate care for your employees.
Travel Assistance Website User Guide

Travel Health

2 The travel health sub-tab contains personalized travel health profiles, country health reports, disease directory, vaccination information and whitepapers.

a. Click on the “Create New” button to answer a brief form. Once you have completed the form a travel health trip profile will automatically appear. You can view or edit saved travel health trip profiles at any time.

b. Click on the dropdown under Explore by Country. Select a country you are interested in viewing. You can save, print or email these reports at any time.

c. Click on the dropdown under Disease Directory. Select a disease or ailment you are interested in viewing. You can save, print or email these reports at any time.

d. Click on any of the whitepaper titles you are interested in viewing. You can save, print or email these reports at any time.

e. Click on dropdown under Vaccination Information. Select a country you are interested in viewing. You can save, print or email these reports at any time.
Travel Assistance Website User Guide

Health Advisories

3 The Health Advisories sub-tab contains health advisories, webcasts and whitepapers produced by AIG Travel.

Health Advisories

Travel Health Advisories
- Ebola, January 2015
- Ebola, July 2014
- Chikungunya Fever, June 2014
- Polio, June 2014
- Malaria, June 2014
- MERS, May 2014
- H7N9, February 2014

World Health Days
- Autism Awareness
- Down Syndrome
- Immunization
- Malaria
- Tuberculosis
- Vector Born Diseases

Webcast Recordings
- Update on Ebola, August 2014
The security page contains in-depth global security information covering a wide range of topics such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

The Security Services sub-tab explains benefits and services.

AIG Global Security is your trusted source of comprehensive worldwide security assistance. With an unparalleled reputation for a complete array of security solutions, we help our clients minimize the risks to their employees. We leverage existing expertise and resources dedicated to providing top quality and timely intelligence, intervention and evacuation services. You can feel assured that your travelers have the security resources they need anytime, anywhere. With worldwide capabilities, we provide an immediate response for anything from a minor security incident to truly life threatening events.

- Security and safety advisories, global risk analysis and consultation specialist  
- With AIG, you have 24/7 access to up-to-the-minute security and safety advisories, in-depth global risk analysis by country/city and specialists for personal consultation.

- Deployment of consultants to extract insured to safety  
- It’s the last thing you want to imagine, but the most serious international security issues may require you be physically extracted from your location. A network of on-the-ground security specialists enables us to pinpoint your location and coordinate your safe extraction if necessary. No place is too remote. We’ll get you home.

- Top quality security intelligence  
- Intelligence analysts leverage a deep network of international contacts in order to gain valuable, organic intelligence.

Online access to up-to-date security information  
- Our security team monitors global incidents and developments 24/7 and regularly updates the website covering a wide range of topics such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.
Travel Assistance Website User Guide

Security Country Reports

2 The Destination Reports sub-tab contains reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

a. Click on a country from the pick list or type in the first few letters of the country name and click on the “Submit” button.
Travel Assistance Website User Guide

Security Country Reports

Overview

- ARG Global Security rates Argentina as a MODERATE threat destination due to the risks posed by crime and kidnapping.

Argentina, along with Chile, Paraguay, Uruguay and southwestern Brazil, make up the Southern Cone geographical region of South America. Argentina is geographically the sixth largest country in the world and has a population of 41 million people. Its capital city, Buenos Aires, is located on the banks of the Río de la Plata estuary, and the country is bordered by Brazil, Paraguay, Uruguay and Chile.

The country is rated as a medium risk destination due to significant risks of crime and kidnapping, while regular instances of civil unrest and a small but significant terrorist threat are further security concerns. Both petty and violent crimes are particularly prevalent in Argentina’s major cities, including Buenos Aires, Cordoba, Mendoza and Rosario, and while levels are lower in other parts of the country, the threat of crime is present throughout Argentina. There are also high levels of kidnaps for ransom and express kidnapping in Argentina, with the risk considered higher in provincial capitals.

As of 2015, the country is experiencing hardships comparable to those experienced during the 2001 collapse of the country’s economy which included shortages and the decrease of currency value. President Cristina Fernandez de Kirchner is head of state and a member of the Justicialist Party. Despite having experienced relative high public support in the past, ongoing allegations of corruption in her administration, which have resulted in criminal investigations, has sparked instances of civil unrest as well as declining public approval ratings. Other incidents of civil unrest related to the economy, as well as to politics or labor disputes, are regularly reported throughout the country. While demonstrations are generally peaceful, anarchist elements have previously inflamed such actions to incite unrest and violence.

In addition, there is a law threat from terrorism, stemming largely from domestic political extremist organisations and transnational terrorist groups. Evidence suggests that transnational organisations maintain a clandestine presence near Argentina’s tri-border areas (TBA) near Brazil and Paraguay, while domestic groups have staged small-scale attacks in Buenos Aires. In the past, the presence of such groups, including the Argentine Hitman, the Hong Kong Matrix, as well as various indigenous criminal organisations, raises the level of insecurity in this region.

Infrastructure in Argentina is generally sound around larger cities, however, conditions are variable in more rural parts of the country. For a period of over ten years, Argentina recovered from the deep recession and remained politically stable as well as economically viable; however, recent events such debt default as well as corruption cases have lowered the country’s growth. Manufacturing is Argentina’s largest economic sector, contributing nearly 20 percent of the country’s gross domestic product (GDP). Argentina’s economy is the third largest in Latin America behind Brazil and Mexico, respectively, and the country has the second highest GDP per capita in South America.

Travel advisories and areas of concern

Due to persistent insecurity stemming from the presence of transnational criminal and terrorist organisations in the tri-border areas (TBA) between Argentina, Brazil and Paraguay, travelers are advised against all non-essential travel to rural and remote areas of Argentina’s Misiones province. Furthermore, individuals are advised against all non-essential travel to the country’s low-income neighborhoods (known locally as villas miseria), which are generally situated on the outskirts of major cities, due to high levels of gang- and drug-related crime.
Travel Assistance Website User Guide

Security Articles

The security articles sub-tab contains general articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance are advised, getting around information and helpful security tips.
Travel Assistance Website User Guide

Security Awareness Training

4 The security videos sub-tab contains online travel safety videos and brief knowledge tests for each one. These videos and knowledge tests can be accessed at your leisure and once completed a certificate of completion will display. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.

a Take a moment to read the user guide.

Security Videos

While traveling can be exciting, it can also be full of hidden dangers. Through this training you will learn how to research your destination and prepare for your trip ahead of time. You will also learn how to travel safely once you reach your destination, stay healthy while abroad and avoid becoming a victim of crime. Preparedness is the key to safe travels.

In addition to this training, the Travel Assistance website is specifically designed to help you prepare for travel. You have full access to in-depth travel health and safety information, including visa and passport requirements, country guides, city reports and pre-travel tips. In the event you experience a problem while traveling, representatives are available 24/7/365 via our toll-free number to help with emergency travel assistance, medical and security-related issues.

The Travel Assistance website and these training modules provide the tools and information necessary to be an aware, organized and prepared traveler. In order to complete your Travel Security Awareness Training, you must take the knowledge test located at the end of each training module. The entire set of training modules and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Please also take a moment to read the user guide, accessed by clicking here.

- Module 1 - Travel, An Introduction
- Module 2 - Getting Around While Abroad
- Module 3 - Staying Healthy Abroad
Travel Assistance Website User Guide

Security Awareness Training

b. Click on a module to begin training.

c. At the end of each training video there will be a brief knowledge test for you to take. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Certificate of Achievement

After successful completion of all training modules and knowledge tests please click on "DOWNLOAD" in order to download and/or print your Certificate of Achievement.
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News Page
The news page contains case studies, general travel tips and news worldwide.

News
View articles containing the latest travel tips and tricks and news on interesting destinations worldwide.

Case Studies
- Kenya
- Manila
- Egypt
- Lebanon
- Madagascar
- Mali
- Mumbai

Travel News

Travel Health Advisories