



# AIG Travel Protect





AIG are delighted to introduce AIG Travel Protect, our new claims and assistance service.



Wherever clients are in the world, AIG Travel Protect provides flexible, global medical support, security and travel assistance, 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 medical emergencies, security issues or travel inconveniences and more. Wherever travelling 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.

## AIG Travel Protect Assistance

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

-  Every call handled by trained specialists who will support you in obtaining a medical diagnosis or treatment.
-  Our approach is to assist first and verify later to avoid unnecessary delays.
-  Supporting employees with security and travel inconveniences, including evacuation assistance, lost luggage and documents.
-  24/7 365 days response service to assist employees and their families when they travel.



The 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.

# The AIG Travel Protect Advantage

**We have the world covered** – assisting your employees globally.

**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 travelling employees.

**Single assistance number** – connecting medical, security and travel inconvenience into one single worldwide assistance number.

**Technology** – digital tools including an app and website, ensuring travellers have up to date security guidance 24/7.

## For the travelling employee



**Ensures travellers can access global support 24/7 365 days** wherever they are in the world.



**Your employees have direct access to assistance staff** who are trained in providing compassionate care and support.

## AIG Travel Protect Claims

Our new AIG travel reimbursement claims service is committed to delivering quicker claims handling, whilst supported by a team of experienced claims professionals, all dedicated to delivering claims excellence.



Aiming for claims turnaround within 2 days, enabling your employees to travel with confidence and delivering quick settlement.

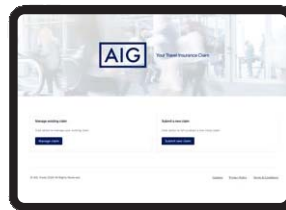


Offering same day settlement over the phone for simpler claims, where all relevant information is supplied.



Enabling claimants to submit claims directly to our Travel Reimbursement Portal and to monitor the progress of their claim.

Portal: [aigtravelprotect.myclaimshub.co.uk](http://aigtravelprotect.myclaimshub.co.uk)



Tel: +44 (0)20 7359 3433  
(Open 9:15am - 5pm Mon-Fri UK time, excluding public holidays)

Email: [lifelinebaggageclaims@aig.com](mailto:lifelinebaggageclaims@aig.com)

Post: A&H UK Claims Department,  
PO Box 3465 Croydon, CR90 9AG

## Personal Accident Claims

AIG clients have the option to notify their personal accident claims through our digital claims portal.



Giving claimants a fast and convenient way to notify AIG UK of any personal accident claims 24/7.



Providing a document upload feature, saving time and reducing paperwork.

Portal: [digitalclaims.aig.com](http://digitalclaims.aig.com)



Tel: +44 (0)345 602 9429 (UK only),  
or +44 (0)20 8253 7401 (Worldwide)  
(Open 9.15am-5pm Mon-Fri UK time, excluding public holidays)

Email: [claimsuk@aig.com](mailto:claimsuk@aig.com)

Post: A&H UK Claims Department,  
PO Box 3465 Croydon, CR90 9AG

To learn more about how AIG Travel Protect can help cover your 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.

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