

Emergency assistance card

Call +44 (0) 1273 552 922
www.mylifeline.co.uk

For claims related queries
 call +44 (0) 345 602 9429

LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

Please write your Lifeline Plus policy number below
 (available from your Human Resources department or your policy administrator)

When contacting us please always provide:

1. the name of your employer and the policy number
2. your name, location and country of residence
3. your condition, symptoms or query
4. a telephone number we can contact you on.

Important: This card has no monetary value and is not a credit card. Fraudulent use of the services may result in legal action.

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LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

We've got your back

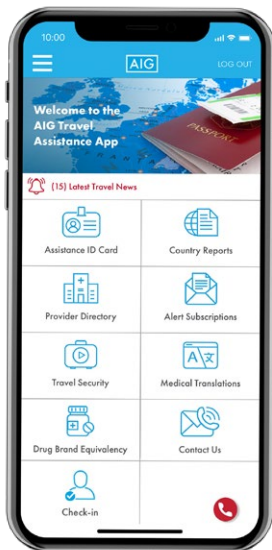
Lifeline Plus is more than just an insurance policy; it's a complete support network for business travellers. In addition to emergency travel, medical and security support, we provide a range of services that can be used any time – not just when making a claim.

You can access these services in a number of ways at any time:

- + **Via our mobile app**
- + **On the travel assistance website**
www.mylifeline.co.uk
- + **Or call our assistance helpline**
+44 (0) 1273 552 922

AIG Travel Assistance App

Our mobile app puts a wealth of valuable information at your fingertips and has a quick-call Help button that immediately connects you to emergency travel, medical and security assistance. You can even notify selected contacts when you arrive safely via the geo-fenced check-in tool.



AIG Travel Assistance Website www.mylifeline.co.uk

Our travel assistance website will help you prepare for a trip and support you while you're travelling. Accessible via a desktop computer, tablet or smartphone, it provides a range of services that will keep you safe and informed while abroad, including:

- Security awareness training**
 An online programme about travel security and situation awareness.
- Country reports**
 Guidance about safety, health and travel issues throughout the world.
- Security travel alerts**
 An email and SMS alert service to keep you informed about evolving situations that could disrupt your trip.
- Global News Watch**
 Daily email roundup covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism worldwide.
- Virtual Medical Care***
 Round the clock access to GP Consultations for medical advice, prescriptions or specialist referrals via a website, an app or over the phone. Expert Case Management for complex medical cases and second opinions.

Lifeline Plus Employee Travel Card Pack



Travel Assistance Services Access to help and advice

In the event of a medical emergency, unexpected travel problem, security or political issue, we can help. The lists below describe some of the assistance services available to you.

Emergency medical assistance

From arranging doctor referrals to medical evacuations, we can attend to your medical needs anywhere in the world (excluding Sanction List countries).

- Emergency medical care and support 24/7
- Medical evacuation and repatriation, including via air ambulance
- Guaranteed payment arrangements with our network of medical providers
- Doctor/hospital/dentist/optician referrals and appointments
- Return travel arrangements
- Emergency prescription replacements
- Emergency medical supplies, including replacement glasses and lenses

Emergency travel assistance

We keep you on the move; our staff are always just a phone call away to solve last-minute travel problems or emergencies.

- Emergency return travel arrangements
- Flight, hotel and hire car bookings
- Port and airport assistance
- Roadside assistance
- Lost baggage returns and replacements
- Guaranteed hotel check-ins
- Help with missed connections
- Extended parking tickets following delays
- Compassionate travel arrangements for relatives
- Legal referrals

Worldwide travel assistance

Our coordinators will help you make travel arrangements and keep you informed about the latest travel updates.

- Help with lost passports and travel documents
- Emergency cash transfers
- Real-time country information reports
- Updates about travel requirements, including visa and passport requirements
- Updates about travel delays and strikes
- Updates about local health warnings, epidemics, required vaccinations and preventative measures
- Emergency three-way interpreter phone assistance
- Urgent message relays to family, friends and colleagues

Security support

You can feel safe and secure with our security support services.

- Real-time SMS and email alerts
- Emergency and security evacuations
- Crisis response team for major events

Concierge services

You can access our personal assistance coordinators 24/7 for a range of requests — large or small.

- Restaurant recommendations and reservations
- Booking taxis
- Tickets to events
- Golfing reservations

To access these services and download your mobile app visit: www.mylifeline.co.uk

Contact details

Emergency medical and travel assistance 24/7:

Tel: +44 (0)1273 552 922

Money and personal property claims:

Tel: 0344 892 0319 (UK only)

Tel: +44 (0)20 7359 3433 (Worldwide)

Email: lifelinebaggageclaims@aig.com

(Open 8am-6pm Mon-Fri UK time)

All other claims:

Tel: +44 (0)34 5602 9429

Email: claimasuk@aig.com

(Open 9.15am – 5pm Mon-Fri UK time)

Post:

The Accident & Health Claims Department,
AIG UK, The AIG Building,
2 – 8 Altyre Road, Croydon CR9 2LG

All other enquiries

Tel: +44 (0)1273 552 922

(Open 24 hours a day, 7 days a week)

Claims information

You can make a claim by contacting the department responsible for your employer's insurance. A claim form should be completed and submitted to AIG. This can be obtained from your employer or can be downloaded from www.mylifeline.co.uk. Or you can notify us of your claim via the app or website.

Please note: unless your employer has pre-authorised all claims, payment of a claim will require your employer's authorisation.

Cover queries

Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance cover.

*These services are provided by third party companies.

All of the emergency and assistance services described are subject to the policy cover. Please refer to your policy wording for full details of benefits, terms, conditions and exclusions. All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.

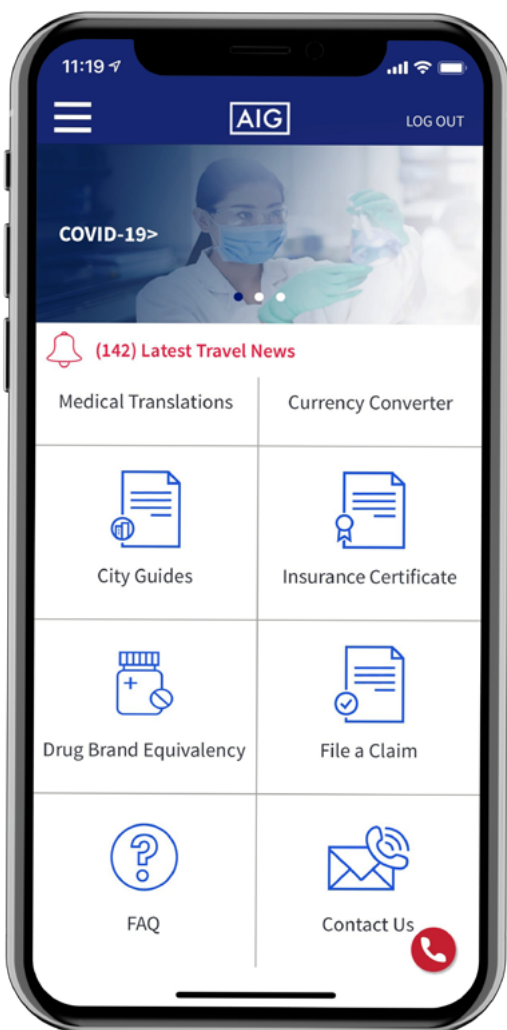
Service providers: Non-insurance benefits which are provided through AIG Travel offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide third party partners. Expenses for goods and services provided by third party partners are the responsibility of the traveller. Whilst AIG UK takes every care in selecting business partners to provide the assistance services described in this brochure, AIG cannot accept responsibility for any advice given, or information or assistance provided.

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Request an insurance certificate online to help fulfill travel visa requirements

Insured travellers can submit a request for an insurance certificate on the AIG Travel Assistance mobile app*, available for Apple and Android devices. Sometimes proof of travel medical insurance is required when applying for a travel visa and users can now request and store their travel medical insurance certificates directly from their mobile device.



1. Simply tap on 'Insurance Certificate' from the home screen.
2. There are two sections:
 - a. The 'Certificates' section stores all of your existing insurance certificates. Tap on the download icon next to each certificate to download the document to your mobile device or tap on the email icon to share it via email.
 - b. To submit a request for a new insurance certificate tap 'Certificate request form' and complete the form.
3. After you complete the form for your upcoming trip tap on 'Submit.'
4. If your destination country is Russia, Belarus, Ukraine or Switzerland, your application will be processed by our service centre and will be emailed to the address included in your request. For all other destination countries, your insurance certificate will be generated automatically and saved in the 'Certificates' tab.

Contact your agent, broker or AIG representative to learn more.

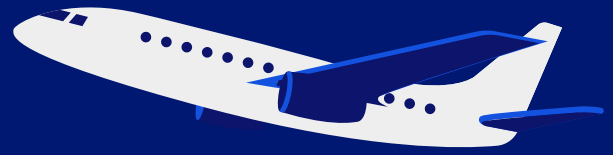


* The AIG Travel Assistance App is only available to corporate/business travel policyholders. Individual leisure policyholders do not have access to the app. The insurance certificate feature is only available to United Kingdom and France corporate/business travel policyholders.

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multilingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at www.aig.com/travel or www.travelguard.com, and follow us on [Twitter](#), [Facebook](#), [Instagram](#) and [LinkedIn](#). © 2021 American International Group, Inc. All rights reserved. AT-13131-21 R08/21

LifelinePlus

We've got your back



As the world gets back to business, our business customers need to know they're covered. This is why, from 1 March 2021 we have enhanced the protection we provide under our Lifeline Plus travel section to address three very current concerns:

What happens if I book a trip and then travel regulations change?

What happens if I get Covid and end up in hospital on a business trip?

What happens if quarantine regulations change while I'm away on a business trip?



CHANGING TRAVEL REGULATIONS

We have improved the Lifeline Plus coverage for Cancellation, Curtailment, Rearrangement, Replacement, Missed Departure and Travel Delay. Now from 1 March 2021 as long as there were no regulations restricting travel, movement or border entry, in place when the business trip was booked (including when any later changes to the trip's itinerary are made), then the Cancellation, Curtailment, Rearrangement, Replacement, Missed Departure and Travel Delay coverage for the trip **will remain in force**.



HOSPITALISATION DURING A BUSINESS TRIP

Lifeline Plus now also provides additional coverage where insured persons are diagnosed with an infectious disease while they are on a business trip (including COVID) and are admitted to hospital as inpatients. Lifeline Plus already covers medical treatment and other emergency costs and from 1 March 2021 we will now also pay a **daily cash benefit of £50 for each day spent in hospital up to a maximum of £1,050** for each insured person, for any one business trip.



QUARANTINE AFTER A BUSINESS TRIP

Finally, we have introduced a new lump sum payment under Lifeline Plus where insured persons have to unexpectedly quarantine on their return from a business trip. Now from 1 March 2021 if there are no requirements to quarantine when the trip begins, but then regulations change so that the insured person has to quarantine for 5 days or more on their return, **we will make a lump sum payment of £1,000** in respect of each insured person impacted.

www.aig.co.uk