



## AIG Travel Assistance Website and App User Guide

With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication in order to stay safe and secure. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only Travel Assistance Website and App provides travellers with convenient access to in-depth travel, security and health information 24/7/365.

This user guide contains instructions on how to navigate the secure Travel Assistance Website and App. If you require additional technical support related to the website or app, please click on "Contact Us" from the website and complete the form.





## 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, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates via email. Also, subscribe to Editorial Travel News alerts for important news such as webinars.

**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 travellers from minor injuries to life-threatening situations.

**Travel Articles** share the latest travel tips and news on destinations worldwide.

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

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

**Medical Translations Tool** translates medical terms into multiple languages with ability to listen to the translation.

**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 provide basic tools and information to be an aware, organised and prepared traveller.

*In addition, the comprehensive desktop travel assistance website is mobile-friendly on all smartphone and tablet devices.*

## Travel Assistance App Features

### Available for Apple and Android Smartphones

**One Touch 'Help' Button** connects travellers directly to emergency assistance.

**Assistance ID Card** can be accessed via the app in the event the physical card is forgotten or lost.

**Country Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to favourite reports.

**Security Travel Alerts** emails subscriptions can be managed via the app to obtain security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address and/or mobile number).

**Provider Directory** contains contact information for healthcare providers in various locations around the world with a map view and ability to turn on GPS and locate providers nearby.

**Medical Translations Tool** translates medical terms into multiple languages with the ability to listen to the translation.

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

**Security Awareness Training** online travel safety videos and knowledge tests provide basic tools and information to be an aware, organised and prepared traveller with the ability to email the certificate of completion.

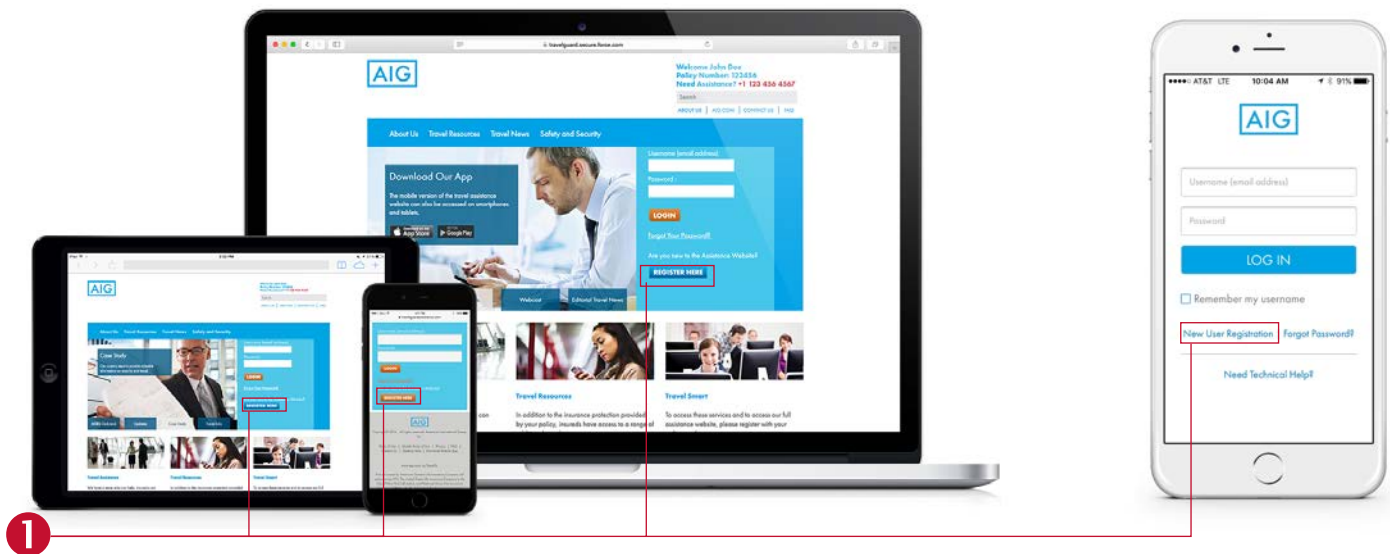
## Registration and Login Instructions for New Users on Desktop or Mobile

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

- 1 To access the full website on your desktop or smartphone/tablet device, visit: [www.aig.com.au/travelguardassistance](http://www.aig.com.au/travelguardassistance). Visit the Registration Guide section to watch a video tutorial.

**OR**

To access the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel (you must be connected to Wi-Fi or cellular network). The app is only available on smartphones – not tablets.



1 Register to our website on a desktop, smart phone or tablet web browser **OR** register on our mobile app.

2. Click on "Register." From the app tap on "Country where coverage was purchased" and select "Australia."
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). If you receive a "duplicate email" error please click on "Forgot Your Password" to reset your password.
4. You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assistance website access. After you have successfully logged in and accessed the secure travel assistance website follow the below instructions for mobile access. You will receive an automated email (check spam/junk folder and allow emails from [noreply@salesforce.com](mailto:noreply@salesforce.com) and [AIGTravelAlerts@e5.aigdigital.com](mailto:AIGTravelAlerts@e5.aigdigital.com)) containing instructions to complete secure travel assistance website/app access.

## Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to [www.aig.com.au/travelguardassistance](http://www.aig.com.au/travelguardassistance) on your desktop or smartphone/tablet device and log in with your existing credentials (do not click on "Register.")
2. To download the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for "AIG Travel" (you must be connected to Wi-Fi or cellular network) and log in with your existing credentials (do not click on "Register.") The app is only available on smartphones – not tablets.

*In the event you forgot your password or receive a "duplicate username" message when attempting to log in, please click on the "Forgot Password" link from the login page to reset your password.*



# Travel Guard®

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and global assistance. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services, including medical 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 websites at [www.aig.com/travel](http://www.aig.com/travel) and [www.travelguard.com](http://www.travelguard.com).

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today we provide a wide range of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services to customers in more than 100 countries and jurisdictions. Our diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at [www.aig.com](http://www.aig.com) and [www.aig.com/strategyupdate](http://www.aig.com/strategyupdate) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: @AIGinsurance | LinkedIn: [www.linkedin.com/company/aig](http://www.linkedin.com/company/aig)

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](http://www.aig.com). All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. 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.