



Travel Assistance Website Registration 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 travellers 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.





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.

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.

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Registration Instructions for New Users

1. Go to
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.

The screenshot shows the home page of the Travel Assistance Website. At the top, there is a navigation menu with links for "About Us", "Travel Resources", "Travel News", and "Safety and Security". Below the menu is a banner for "Updates on Nepal Earthquake" with a text box and an "ADVISORY" button. To the right of the banner is a login section with fields for "Username (email address)" and "Password", a "LOGIN" button, and a link for "Forgot Your Password?". Below the login section is a box asking "Are you new to the Assistance Website?" with a "REGISTER HERE" button. A red box highlights the "REGISTER HERE" button, and a circled "2" is placed next to it.

The screenshot shows the "Travel Guard Assistance Website" registration page. The page has a header with the same navigation menu as the home page. Below the header is the "Travel Guard Assistance Website" title and a "Register" section. The registration form contains the following fields: "First Name: *", "Last Name: *", "Username (email address): *", "Confirm Username (email address): *", and "Policy Number *". At the bottom of the form are "SUBMIT" and "CANCEL" buttons. A red box highlights the entire registration form, and a circled "3" is placed next to it.

Please click on the Submit button after filling out the above required information. You are registering to use the Travel Guard Assistance Website. The website contains links to third party websites and you will still need to register and/or sign in separately to access them.



Travel Guard®

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Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: www.linkedin.com/company/aig

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