



## 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 registration guide contains instructions on how to access 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.

**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.

In addition, the full desktop travel assistance site is mobile-friendly on smartphone and tablet devices.

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## Instructions for New Users

1. Go to <https://travelguard.secure.force.com/TravelAssistance/TGPreLoginHomePage?PL=relocation%20assistance>.
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.  
*In the event you forgot your password or receive a "duplicate username email" message when attempting to register or log in please click on the "Forgot Password" link from the login page.*

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## Travel Guard®

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and assistance. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance 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).

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