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.
<table>
<thead>
<tr>
<th>Table of Contents</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Assistance Website and App Features</td>
<td>1</td>
</tr>
<tr>
<td>Registration and Login Instructions</td>
<td>2</td>
</tr>
<tr>
<td>Mobile App</td>
<td>4-10</td>
</tr>
<tr>
<td>Navigation and Elements Across Desktop Website</td>
<td>11</td>
</tr>
<tr>
<td>Contact Request Form and FAQ</td>
<td>12</td>
</tr>
<tr>
<td>Home Page</td>
<td>13</td>
</tr>
<tr>
<td>Profile</td>
<td>14</td>
</tr>
<tr>
<td>Alerts</td>
<td>15-17</td>
</tr>
<tr>
<td>Security</td>
<td>18-23</td>
</tr>
</tbody>
</table>
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 and/or SMS. 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.

**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 and/or SMS 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).

**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.se/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.

2. Click on “Register.” From the app tap on “Country where coverage was purchased” and select “Sweden.”

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 and 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.se/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.
A comprehensive website available through multiple digital devices

Desktops

Laptops

Tablets

Smartphones

Mobile-Friendly Site and Smartphone Mobile App
Mobile App
Available for Apple and Android Smartphones (must be connected to Wi-Fi or cellular network)

1. A one-touch ‘help’ phone button connects you directly to emergency travel assistance. This red phone button appears all across the mobile app.

2. Tap on the travel news ticker or any of the icons from the home dashboard screen.

Welcome to the AIG Travel Assistance App

Latest Travel News
- United States [9 Jan] US naval ship fires warning shots at Iranian boats in Strait of Hormuz
- Germany [9 Jan] Demonstration planned in Dresden on 9 January
- United States [9 Jan] Security operation underway in Orlando, Florida
- Guinea [9 Jan] Protesters block roads in Conacry
- Turkey [9 Jan] Flights suspended at Istanbul Ataturk airport due to heavy snow
- Cote d’Ivoire [9 Jan] Prime Minister resigns and dissolves government
- Turkey [9 Jan] Police disperse anti-government protests in Istanbul
- Nigeria [9 Jan] Oil workers union to strike from 11 January; fuel shortages possible
- Uganda [9 Jan] Heightened tensions, clashes possible in Kamante amid military operations
- Nigeria [9 Jan] Attacks on oil infrastructure may increase as NDA declares new operation
- Hong Kong [9 Jan] Pro-China Protesters attack politician
Mobile App

Sidebar Menu

3 Tap on the hamburger menu (three horizontal lines) to open the sidebar menu.

My Profile

4 Tap on “My Profile” from the sidebar menu to edit or complete optional profile information.
Country Reports
Tap on “Country Reports” from the sidebar menu or home screen to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

1. Type in the first few letters of the country in the search bar and the country report will appear.
2. Scroll down and tap on the title bars to view more country report information.
3. Tap on the star to favourite country report(s).

South Africa

Overview

South Africa, located on the southern tip of the African continent, is a politically and economically stable country and has become a beacon of democracy within southern Africa since its first multiracial elections in 1994. The country is bordered by the Indian and Atlantic oceans, Namibia, Botswana, Zimbabwe, Mozambique and Swaziland, with the country of Lesotho lying completely within its borders. South Africa is diverse, with 11 official languages spoken among the population of approximately 59 million. The country has three capital cities: Pretoria, the administrative capital, Cape Town, the legislative capital and Bloemfontein, the judicial capital.

South Africa is a popular tourist destination and has extensive tourist facilities. Although most trips to the country are trouble-free, there are a number of security issues which pose an ongoing concern. Crime remains a significant issue in South Africa.
Alert Subscriptions

Tap on “Alert Subscriptions” from the sidebar menu or home screen to subscribe or unsubscribe from email and/or SMS travel alerts containing security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user’s email address). In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from AIGTravelAlerts@e5.aigdigital.com and noreply@salesforce.com. You may need to contact your organisation’s IT email team to allow these email addresses.

1. If there are any high security level developments for your chosen travel destination(s), alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).

2. Tap on “Other Alerts” to subscribe or unsubscribe to Global News Watch Alerts (daily alerts covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism) and/or Travel News from AIG such as webinars on the latest travel topics.
Security Awareness Training Videos

Tap on “Travel Security” from the sidebar menu or home screen and tap on “Security Training.” These training videos and knowledge tests can be accessed at your leisure and, once completed, you can email a Certificate of Achievement. This online training provides the tools and information necessary to be an aware, organised and prepared traveller.

1. Click on a module to begin training.
2. At the end of each training video there will be a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to email the Certificate of Achievement.
Mobile App Assistance ID Card
Tap on “Assistance ID Card” from the sidebar menu or home screen.
Mobile App

Non-Emergency Contact Form and Additional Contact Details
Tap on “Contact Us” from the home screen or sidebar menu.

1. In case of a travel emergency, please tap on the red phone button to be directly connected with your global service centre.

2. If you have a non-emergency issue, please complete the form and tap on “Send.”

We want to hear from you! Please share any comments or feedback about the website or app by filling out the Contact Us form and/or rating us in the App stores.
Navigation and Elements Across Desktop Website

1. A utility header appears across the top of all website pages with your name, policy number, assistance phone number, search bar and links to AIG, Contact, FAQ and to Log Out. The AIG logo in the top left corner is clickable and takes you to the home page.
   - After 30 minutes of inactivity the website will immediately log you out.
2. The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.
3. The footer contains Legal Terms of Use and Privacy links.
Contact Request Form and FAQ

1. Review the Frequently Asked Questions (FAQ) page.
2. Contact AIG Travel with non-urgent questions on the Contact Request Form. In case of a medical or travel emergency, please call the assistance phone number listed on the website.

Frequently Asked Questions

How do I access these services?

As a Policyholder you can call us anytime or you can log into our secure member-assistance pages on this website. To ensure a prompt response when calling, please be prepared to provide the following:
(a) the name of your employer and your employer’s policy number
(b) your name, location and country of residence
(c) your condition, symptoms or query
(d) a telephone number we can contact you on

What do I need to register on the member-only assistance website?

Contact Request Form

Please complete the form and one of our representatives will respond within 24 hours.

Choose a topic: *
- Select -

First Name: *

Policy Number: *

Email Address: *

Phone Number: *

-- Select Country --

Country where coverage was purchased: *

-- Select --

Question / Comment: *

SUBMIT
Home Page

The Home page contains a hero carousel with a travel alert ticker and rotating hero banners. You may click on the travel alert ticker for more information. The rotating hero banners contain relevant news and information on website features.

Below the hero carousel are three columns of content information:

1. The first column contains the policyholder’s name and welcome message, assistance contact information and a PDF version of the assistance ID card.

2. The second column contains a list of available assistance services, click on each one to learn about travel assistance benefits and services.

3. The third column contains a travel security Global News Watch widget with the latest global security news. Click on text or the arrows within the widget to read more. In addition, a Twitter widget pulls in feeds from AIG, Travel Guard®, World Health Organisation (WHO), Centers for Disease Control (CDC) and other reputable sites.
Profile

The Profile page contains a My Basic Profile sub-page and ID Card sub-page.

My Basic Profile

The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you cannot alter are the policyholder’s name and policy number.

ID Card

The ID Card sub-page displays a general online version of assistance ID card information.
Alerts

The Alerts page allows you to subscribe to various alert options to receive current news and information from the website.

Global News Watch Alerts

Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns and terrorism.

1. Click on the “Subscribe” button to receive alerts.

- You can subscribe or unsubscribe from alerts at any time on this page.

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Description of Alerts

Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts

Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts

Editorial news from AIG such as case studies, webinars, travel health news and editorial news.
Alerts

Security Travel Alerts

Security Travel Alerts will only be sent if there are security level developments. They consist of:

- **Destination Alerts** are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

- **Incident Alerts** are event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

- In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from AIGTravelAlerts@e5.aigdigital.com and noreply@salesforce.com. You may need to contact your organisation’s IT email team to allow these email addresses.

Select one country or multiple countries within the Travel Destinations picklist. If you wish to subscribe to all countries click on the “Select All” button.

Choose either a destination alert or incident alert or both within “Choose alert(s).”

You have the option to input travel dates and if there are any travel incidents you will receive them during the specified dates. If you do not want to input travel dates delete the date fields and alerts will be sent at any time.

Choose “Email Alerts” and/or “SMS Alerts.”

Click on the “Subscribe” button.

- You can subscribe or unsubscribe from alerts any time on this page.
Alerts

Editorial Alerts

Editorial Alerts are news from AIG such as case studies, webinars on recent events or health outbreaks, travel health news and editorial news.

1. Click on the “Subscribe” button to receive alerts.
   - You can subscribe or unsubscribe from alerts at any time on this page.

Description of Alerts

Global News Watch Alerts
Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts
Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts
Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts
Editorial news from AIG such as case studies, webinars, travel health news and editorial news.
Security

Security Services

The Security Services page contains in-depth global security information covering a wide range of topics, such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

The Security Services sub-tab explains benefits and services.

Security Services

AIG Global Security is your trusted source of comprehensive worldwide security assistance. With an unparalleled reputation for a complete array of security solutions, we help our clients minimize the risks to their employees. We leverage existing expertise and resources dedicated to providing top quality and timely intelligence, intervention and evacuation services. You can feel assured that your travelers have the security resources they need anytime, anywhere. With worldwide capabilities, we provide an immediate response for anything from a minor security incident to truly life threatening events.

- Security and safety advisories, global risk analysis and consultation specialist  — With AIG, you have 24/7 access to up-to-the-minute security and safety advisories, in-depth global risk analysis by country/city and specialists for personal consultation.
- Deployment of consultants to extract insured to safety  — It’s the last thing you want to imagine, but the most serious international security issues may require you be physically extracted from your location. A network of on-the-ground security specialists enables us to pinpoint your location and coordinate your safe extraction if necessary. No place is too remote. We’ll get you home.
- Top quality security intelligence  — Intelligence analysts leverage a deep network of international contacts in order to gain valuable, organic intelligence.
- Online access to up-to-date security information  — Our security team monitors global incidents and developments 24/7 and regularly updates the website covering a wide range of topics such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.
Security

Country Reports

The Country Reports sub-tab contains reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

1. Click on a country from the pick list or type in the first few letters of the country name and click on the “Submit” button.

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country: 

Countries and territories:
- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra

1. Submit

1. If travelling to a country not listed, please Contact Us to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email houstongsc@big.com, and include your company name, destination and dates of travel. Please allow three business days for completion of your request.
Security

Country Reports

The Country Report will load, and you can click on sub tabs to view information on political conditions to cultural factors. A risk indicator, useful links (e.g., maps, public holidays, weather, and electricity voltage) and latest alerts are displayed.

You may print or email country reports.

Overview

- AIG Travel Security rates Afghanistan as an EXTREME threat location due to significant risks posed by ongoing conflict conditions, terrorist, political and social instability, civil unrest, crime and kidnapping as well as corruption.

Afghanistan is located in central south Asia and is bordered by Pakistan, Turkmenistan, Iran, Uzbekistan, Tajikistan, and China. Afghanistan continues to face increased levels of violence as of 2015 as the country attempts to transfer full responsibility of its security affairs in the aftermath of the U.S. and NATO combat forces withdrawal at the end of 2014. The country has struggled with managing ongoing security threats including ongoing conflict conditions, high-level terrorist activity, political and social instability, crime and kidnapping as well as endemic corruption.

There is an EXTREME risk of terrorism stemming from the Taliban—a Sunni militant group of predominantly Pashtun ethnic background—which aims to destabilize the central government and região econômica. Taliban-associated terrorist attacks are frequent occurrences, especially in the capital, Kabul, where such attacks often target vital infrastructure, including government and military buildings, foreign embassies and the airport. The death of Mullah Omar, the founder and leader of the Taliban, has accelerated tensions in the country. The group has drastically increased attacks since August 2015 during a turbulent transfer of leadership as the group attempts to display its power amongst supporters and in areas under their control. Several other groups have also been involved in terrorist attacks in the country, and most recently the Islamic State (IS) militant group, is reported to have established a presence and carried out attacks in the country.

A weak central government is a primary concern affecting social and political stability in the country. The central government does not have full administrative control over many provincial areas and security and military forces do not have the capacity to properly secure the entirety of the country. Although significant progress has been made in recent years, internal political struggles, social tensions, as well as continued conflict conditions continue to exacerbate security conditions. Foreign troops maintain some presence in the country; however, these play a largely advisory role as the responsibility of actually securing the country falls to the IS-equipped Afghan forces. Such elevated concerns are expected to persist throughout 2015.

The unity government of President Ashraf Ghani and Chief Executive Officer Abdullah Abdullah—formed following successful mediation after the 2014 elections, which saw widespread allegations of voter and electoral fraud—has led the country since September 2014. The government has largely quelled the internal forces that characterized Afghan politics following the controversial 2014 elections and is attempting to work together; however, instability concerns remain and relations between Ghani and Abdullah are tense, and subject to determination. Politically mediated civil unrest is a concern in the near future as relations between Ghani and Abdullah may rapidly change and give way to political imperatives.

Corruption fuels almost all security threats in the country and as such, it is a major threat to the future development and stability of the country. Corruption affects the political, security, economic and social spheres of life. Since the 2001 U.S. military intervention and the toppling of the former Taliban regime, corruption has significantly increased and now has become deeply entrenched in everyday operations of the government and security and civil services.
Security

Security Articles
The Security Articles sub-tab contains general articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

News Articles
View articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

- Conflict management
- Home security advice
- Natural and environmental hazards
- Protecting your person and property
- Security advice for women
- Terrorism and civil threats
- Travel security advice
- Vehicle safety and security
Security

Security Awareness Training

The Security Awareness Training videos sub-tab contains online travel safety videos and brief knowledge tests for each one. These videos and knowledge tests can be accessed at your leisure and once completed a Certificate of Achievement will display. This online training provides the tools and information necessary to be an aware, organised and prepared traveller.

1. Take a moment to read the user guide.

Security Videos

While travelling for business can be exciting, it can also be full of hidden dangers. Through this training you will learn how to research your destination and prepare for your trip ahead of time. You will also learn how to travel safely once you reach your destination, stay healthy while abroad and avoid becoming a victim of crime. Preparedness is the key to safe travels.

In addition to this training, the Travel Assistance website is specifically designed to help you prepare for business travel. You have full access to in-depth travel health and safety information, including visa and passport requirements, country guides, city reports and pre-travel tips. In the event you experience a problem while travelling, representatives are available 24/7/365 via our helpline to assist with emergency travel assistance, medical and security-related issues.

The Travel Assistance website and these training modules provide the tools and information necessary to be an aware, organised and prepared traveller. In order to complete your Travel Security Awareness Training, you must take the knowledge test located at the end of each training module. The entire set of training modules and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Please also take a moment to read the user guide, accessed by clicking here > 1

Each security video module must be completely viewed, including quiz completion, to be marked complete. Videos may be viewed in any order.

Overall Percentage 0%

1-Business Travel, An Introduction
Security

Security Awareness Training

2. Click on a module to begin training.
3. At the end of each training video, you will take a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

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1. Business Travel, An Introduction

Module Description
This module gives you a basic understanding of how to prepare for business travel, and your role in staying healthy and safe when traveling abroad. In order to complete your Travel Security Awareness Training, you must view this module in its entirety and take the corresponding knowledge test located at the end of the module.

2. Getting Around While Abroad

3. Staying Healthy Abroad

4. Crime and Criminality

5. Kidnapping and Terrorism

Certificate of Achievement

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Certificate of Achievement

After successful completion of all training modules and knowledge tests please click on "DOWNLOAD" in order to download and/or print your Certificate of Achievement.
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 portfolios 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 and 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 and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: AIGInsurance | LinkedIn: www.linkedin.com/company/aig.

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