



## A COMPLETE SUITE OF ASSISTANCE SERVICES

### INCLUDED IN TRAVEL GUARD® INSURANCE PLANS\*

Expenses incurred from third party vendors for assistance services not part of a filed insurance plan are the responsibility of the traveler.

#### Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to your medical needs all over the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Assist with repatriation of remains
- Return travel arrangements
- Emergency prescription replacement assistance
- Coordinate dispatch of doctor or specialist
- Medical evacuation quote
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Coordinate shipment of medical records

#### LiveTravel® Emergency Assistance

LiveTravel® keeps you on the move. It's a unique service that is like having a dedicated around-the-clock travel counselor just a phone call away to help solve last-minute travel problems or emergencies.

- Flight rebooking assistance
- Hotel rebooking assistance
- Rental vehicle booking assistance
- Coordinate emergency return travel arrangements
- Roadside assistance
- Rental vehicle return assistance
- Guaranteed hotel check-in
- Missed connections coordination

#### Worldwide Travel Assistance

Avoid hassles while traveling with this complete suite of travel help. Our assistance coordinators will help arrange your travel affairs and are always connected to the latest travel information.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Inoculation information
- Currency conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures

#### Concierge Services

You receive the comfort, care, and attention of Travel Guard's personal assistance coordinators available 24/7 to respond to virtually any request — large or small.

- Assist with restaurant reservations
- Event ticketing arrangements
- Ground transportation coordination
- Golf tee time and course referrals
- Wireless device assistance
- Latest worldwide weather and ski reports
- Floral services
- Private air charter assistance
- Cruise charter assistance
- Find, wrap, and deliver one-of-a-kind gifts
- Special occasion reminders and gift ideas

#### Personal Security Services

You can feel safe and secure with Travel Guard's Personal Security Assistance at home or while traveling.

##### SECURITY

- Arrange emergency & security evacuations
- Coordinate consultants to extract client to safety
- 24/7 access to security and safety advisories, global risk analysis and consultation specialist

- Up-to-date security intelligence of events occurring throughout the world
- Collaborate with law enforcement

##### IDENTITY THEFT\*\*

- Assist victim with ordering/reviewing credit bureau reports
- Assist victim with investigation of financial accounts

- Assist victim with coordinating communication to creditors
- Collaborate with law enforcement to assist with apprehension and prosecution
- Assist victim in reviewing account activity
- Obtain additional resources as needed

For more information, call Travel Guard at **1.800.826.1300** or contact your travel agent.

\*Not all services are included in all plans.

\*\*Identity Theft assistance not available in New York.

Travel assistance services are provided by AIG Travel, Inc., a member of American International Group, Inc. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel related services. Non-insurance services provided by AIG Travel and/or its subsidiaries offer assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler. This is a summary only of services offered. Actual offerings may vary by group size and are subject to state insurance law, and the benefits/provisions as described may vary due to such law. All services are subject to the policy terms, conditions, limitations, reductions, exclusions and termination provisions. Please see policy and certificate for details. 1002 11/21/17 TG-39391-17 ☐