



Below your AIG Policy Number.

When contacting us, please provide the following:

1. **Your name**
2. **Your location**
3. **Your condition and query**
4. **Your policy number**
5. **A telephone number where we can contact you**

For more information, or verification of coverage, please call the 24 hour assistance center.

## Help and advice when you need it - fast

AIG provides insured persons with business travel services, including all-important (medical) emergency assistance, and a range of online and telephone based services that can be used at any time – not just when a claim is being made.

### Services before you leave

Security Awareness Training\* – online security and situation awareness training  
 Before you travel on business you can access our e-learning security and situation awareness programme. It's simple to access and use and provides practical advice about:

- personal security
- preparation and arrival
- travel health risks
- getting around
- street crime and robbery
- carjacking and kidnapping
- terrorism and unrest

#### Country reports

Our country reports provide guidance about relevant issues in virtually every country you are likely to visit. You can create a customised report, which you can print or e-mail to a preferred e-mail address.

### Services when you're travelling

Emergency medical and travel assistance  
 If you need assistance call our 24/7 emergency helpline on +31 (0) 10 453 56 56.

Our multi-lingual staff have experience dealing with hospitals and clinics worldwide, and are supported by medical consultants and nursing staff, to help you get the most appropriate medical treatment.

#### Other assistance services

- Emergency message relay – to family and business associates
- Lost ticket & baggage location – help with replacement of lost or stolen tickets, passports or travel documents, and location of lost baggage
- Port/airport assistance – we'll liaise with your carrier if you're delayed on the way to your departure point and make onward travel arrangements, if necessary
- Legal referral – to an Embassy, Consulate or other source of legal advice, including a lawyer who speaks the language of the country involved

#### Security travel alerts

Sign up for our emergency e-mail alert service. Register your e-mail address, together with the country you are visiting, and we will send you e-mails that will keep you ahead of changing political situations or severe weather conditions which might disrupt your trip.

### Assistance at your fingertips

Download our innovative mobile app  
 We've developed a mobile app that puts a world of invaluable information and assistance in the palm of your hands, 24/7.

Available for Android and Apple iOS devices, with a mobile solution for BlackBerry®



#### Benefits include:

- A quick call Help button connects you to emergency medical and travel assistance
- A list of telephone and e-mail contacts
- Access to our business travel services and assistance website, [www.aig.com/nl/travelguard](http://www.aig.com/nl/travelguard)
- An intelligent addition to assistance cards, which can be mislaid or left at home

To access these services and download our mobile app visit:  
[www.aig.com/nl/travelguard](http://www.aig.com/nl/travelguard)  
 You will need your employer's AIG policy number.



To access these services and download our mobile app visit:  
[www.aig.com/nl/travelguard](http://www.aig.com/nl/travelguard)  
You will need your employer's AIG policy number.

## Claims information

In the event of a claim you can contact your Human Resources department or our claims service at [claims.nl@aig.com](mailto:claims.nl@aig.com) or +31 (0) 10 453 56 56.

## Contact details

In case of an emergency you call our assistance company on +31 (0) 10 453 56 56.

All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.

### Cover queries

Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance cover.

### Service providers

Whilst AIG Europe Limited, Netherlands (AIG) takes every care in selecting business partners to provide the assistance services described in this brochure, AIG cannot accept responsibility for any advice given, or information or assistance provided.

Non-insurance benefits provided through AIG offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide third party partners. Expenses for goods and services provided by third party partners are the responsibility of the traveller.

\* This service is provided by a third party company.



Bring on tomorrow

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc., including AIG Europe Limited, Netherlands. The insurer is AIG Europe Limited, Netherlands. This material is for information purposes and no appeal can be made under any circumstance to obtain coverage. Products may vary from country to country and are not always available in all European countries. Insurance coverage is governed by the actual terms & conditions of insurance set out in the policy or in the insurance contract. These can be obtained on request from your broker or insurance agent or AIG Europe Limited, Netherlands.

All the emergency and assistance services described are subject to the policy cover.