



Dear AIG Insured Business Traveller,

Safety should be at the top of your checklist any time you travel, whether on a short business trip or an extended tour abroad. Worryingly, some travellers do not know who to contact in the event of an emergency and are unaware that many incidents can be avoided through some simple precautionary measures. As a beneficiary of our group travel insurance, AIG would like to take the opportunity to remind you that you can contact the Travel Guard assistance centre for any advice or support prior to or during your international travels. They are there 24/7 to assist with any medical or security questions or problems you may experience.

For questions or concerns about accident or health-related issues, call us any time to speak with either a member of the medical team or a travel assistance coordinator. Our team can also help with pre-trip travel advice and flight/hotel rebooking due to an unavoidable travel delay or the need to curtail your trip for a covered event. For your benefit, we have provided you with a handy Travel Guard Emergency Card to keep with you on your travels.

Never forget that you're going to be in a new environment and must be even more careful than you are in your home country. It is up to you to educate yourself about local security and safety so that you can enjoy your trip and get the job done! Travel, security and health advice along with information about local medical facilities can also be found online.

Before you depart for any trip, remember to:

1. Bookmark www.aig.com/TravelAssistanceAustralia in your internet browser
2. Create a user-id by registering online with your policy number
3. Sign up to receive destination-specific alerts

You can also download the free Travel Guard app for iPhone from the App Store*. Visit www.travelguardapp.com for more information.

TRAVEL GUARD

Emergency Card

Policy Number

Travel Emergency Card TRAVEL GUARD

To contact the Travel Guard global assistance centre, proceed as follows:
From anywhere in the world, contact the local operator and book a reverse charge (collect) call to

+ 60 3 2772 5641

Country Code Area Code Number

If calling from within Australia, dial 1800 003 813 or within USA, dial 1-866-814-3375

If this is not possible, call or email and request an immediate call back.
Be sure to provide your contact number including the country name and area code.
Email: auassistance@travelguard.com
Subject: **Immediate call back required to <your name>**
Please advise Travel Guard of the name of your company and policy number.

If seeking medical care in the USA, please show this card to your provider and enquire if they are a member of the United Health Group.



It is important that you are aware of potential threats and how many travel risks can be avoided or mitigated.

Remember when travelling you should always:

- Carry your emergency assistance card with you, ensuring that the policy number is on the card
- Carry minimal amounts of cash, distributing it in more than one pocket (a dummy wallet can be useful in satisfying a mugger)
- Avoid disputes, demonstrations or political rallies on the street. Do not stay to watch or photograph them
- Always carry some kind of communications device, such as a mobile phone programmed with numbers that would be useful in an emergency (eg, Travel Guard, local police, Australian embassy, etc.)
- Leave your passport locked in the hotel safe, but carry a copy of it with you
- Choose a safe and secure hotel
- Whenever possible, travel with others rather than alone
- Ensure that your employer has current contact information for family or friends to be notified in the event of an emergency
- Contact the police immediately to report any problems you may encounter. File a formal police report (and ask for a copy) if you plan to make a claim against your insurance policy
- Be aware of your surroundings and avoid distractions such as using mobile phones or MP3 players
- Surrender your valuables if confronted by thieves. They can be replaced. If attacked, cooperate as resistance is more likely to provoke violence
- Be careful when using public transportation. If possible, avoid travelling on crowded buses or trains

If you do not need assistance, but wish to file a claim against your Corporate Travel policy, you can do so online. Visit www.aigtravel.com.au, click on the "Claims" tab and select "Lodge a Claim", then "Business". If you return to Australia and would prefer to speak with one of our consultants regarding a claim, please call **1800 339 663**.

Safe Travels!



Bring on tomorrow

Remember to cut out the below Travel Emergency Card and carry it with you when travelling

Medical or Security Emergencies

- Medical and security advice
- Medical benefit determinations
- Medical monitoring and hospital discharge planning
- Payment guarantees to hospitals
- Cost containment and control
- Arrangements for medical or security evacuation
- Repatriation home following a medical or security event

Non-Medical Assistance

- Lost/stolen luggage or travel documents
- Trip interruption
- Trip curtailment

Claims

A claim form is available online at www.aigtravel.com.au. Please follow the instructions on the website and attach any required documentation to lodge your claim. If you do not have access to the internet, contact AIG Claims at 1800 339 663.