



Travel Health User Guide

Introduction

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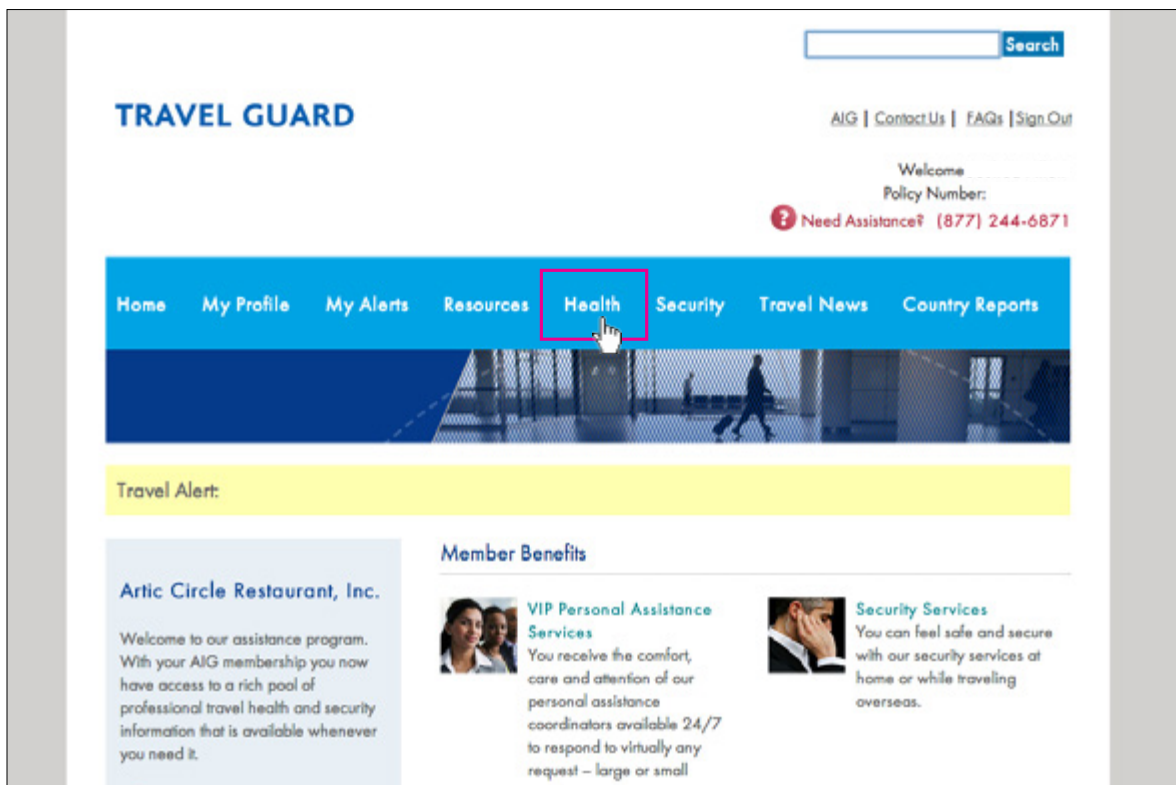
This user guide contains instructions on how to access our new Health section. Through this user guide you will learn how to stay healthy during travel, as well as research your destination and prepare for your trip ahead of time. Main features include:

- **Personalized travel health profiles** generated after answering a few travel destination questions.
- **Country health reports** for more than 170 countries containing data on medical infrastructure, common diseases, water/food/mosquito risks, etc.
- **Disease directory** contains common and not-so-common travel-related diseases.
- **Vaccination information** contains lists of immunization requirements and protocols.
- **Whitepapers** generated monthly based on the latest travel health management topics.

Access

To access the members-only assistance website, you must register or sign in first at [insert appropriate assistance website URL] . Click on **“Sign In”** in the upper-right corner.

1. Click on the **“Health”** tab from horizontal navigation bar.



2. On the **Health** page you can access multiple tools and features.

The screenshot displays the 'Health' page interface. At the top is a blue navigation bar with links: Home, My Profile, My Alerts, Resources, Health, Security, Travel News, and Country Reports. Below the navigation bar is a banner image of four people in a control room with the text 'Travel Health'. The main content area is divided into several sections:

- Customized Trip Health Information:** Contains a 'Create a New Trip Profile' button, a 'View or Edit a saved Trip Profile' section with a dropdown menu showing 'Bermuda 2014-03-05 - 2014-03-' and a 'View / Edit' button.
- Explore by Country:** Features a mountain landscape image, a text prompt to select a country, a dropdown menu with '--Select--', and an 'Explore' button.
- Search for Diseases or Conditions:** Includes a text prompt to select/search a disease, a search input field, and a 'Search' button.
- Travel Resources:** Lists 'Medical Translation Phrases', 'Medical Drug Equivalencies', and a 'More...' link.
- Travel Health White Papers:** Lists 'October, 2013 - Pandemic' and 'July, 2013 - Altitude Sickness', with a link to 'See All Travel Health White Papers' and a note to 'Read our travel health whitepapers.'
- Vaccination Information:** Features a text prompt to select a country, a dropdown menu with '--Select--', and a 'Get Vaccine Advisory' button.

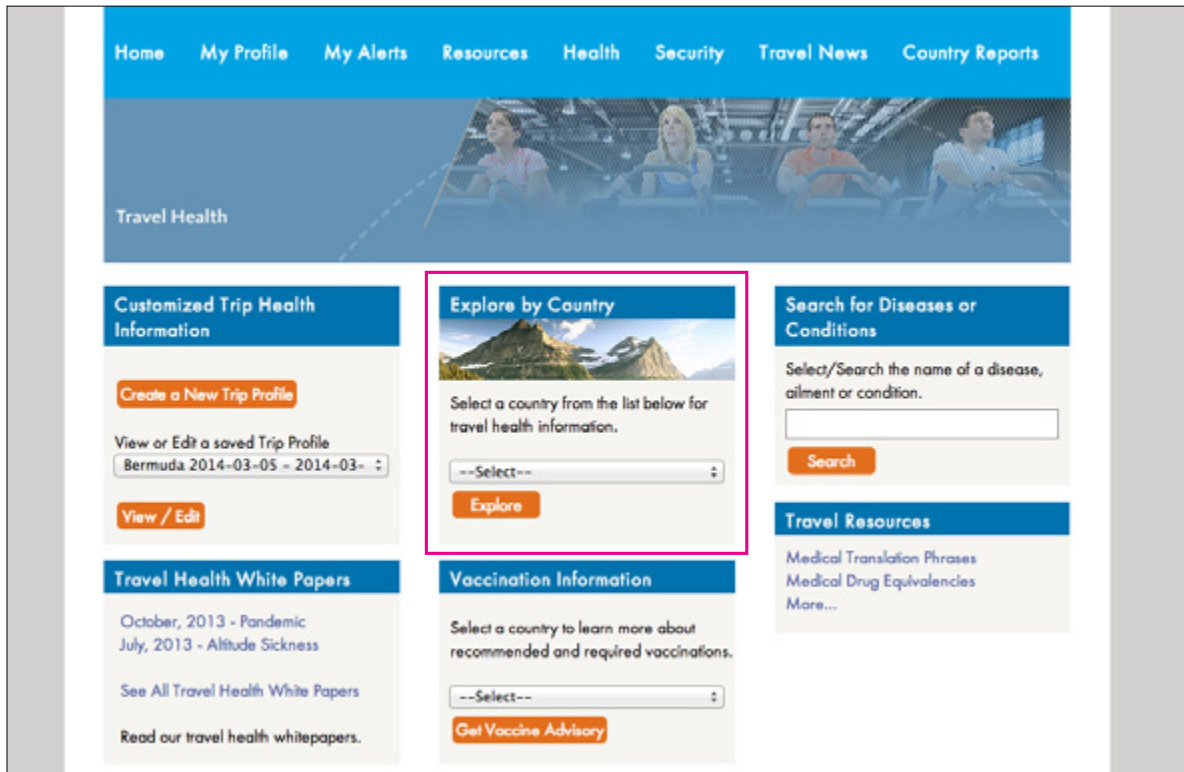
Customized Trip Profile

Click on **“Create a New Trip Profile”** to answer a brief form. Once you have completed answering the form a travel health trip profile will automatically appear. You can view or edit saved travel health trip profiles at any time.

This screenshot is identical to the one above, but with a red rectangular box highlighting the 'Customized Trip Health Information' section. This section contains the 'Create a New Trip Profile' button, the 'View or Edit a saved Trip Profile' section with the dropdown menu, and the 'View / Edit' button.

Country Health Reports

Click on dropdown under **“Country Health Reports”**. Select a country you are interested in viewing. You can save, print or email these reports at any time.

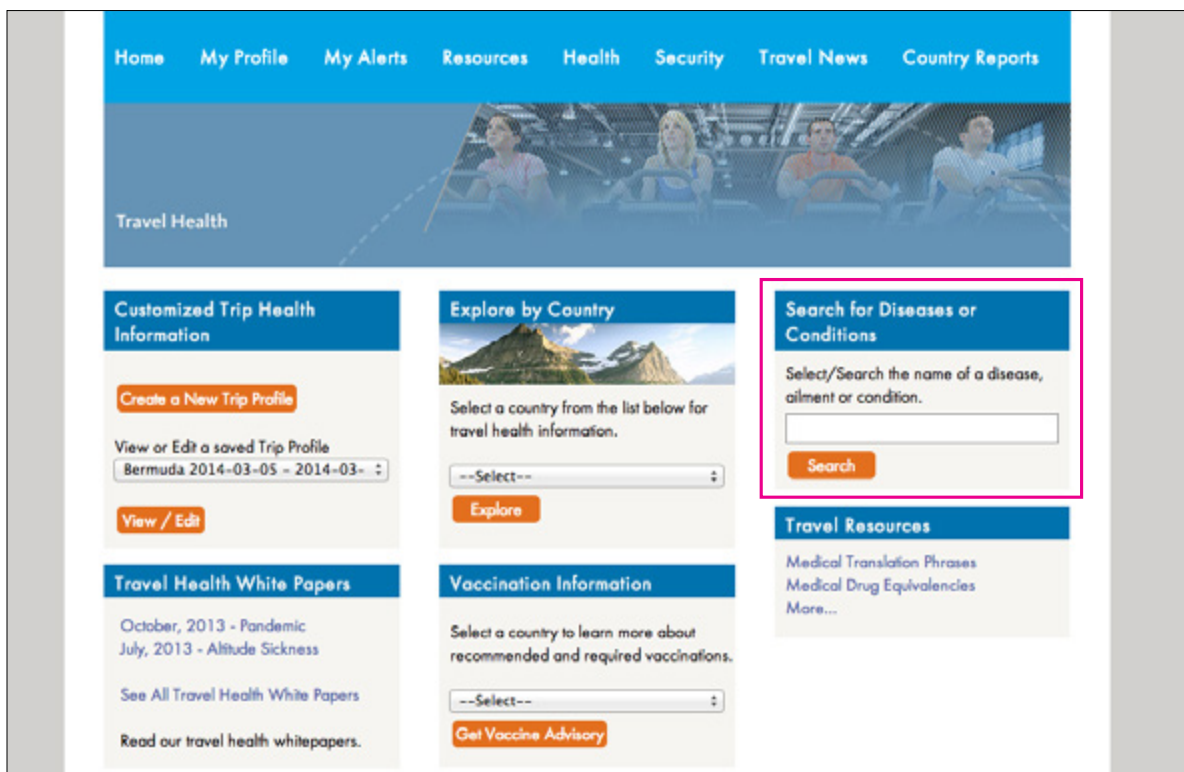


The screenshot shows the Travel Health website interface. At the top is a navigation bar with links: Home, My Profile, My Alerts, Resources, Health, Security, Travel News, and Country Reports. Below the navigation bar is a banner image of people on a train with the text 'Travel Health'. The main content area is divided into several sections:

- Customized Trip Health Information:** Includes a 'Create a New Trip Profile' button, a 'View or Edit a saved Trip Profile' section with a dropdown menu showing 'Bermuda 2014-03-05 - 2014-03-', and a 'View / Edit' button.
- Explore by Country:** This section is highlighted with a pink box. It features a mountain landscape image, the text 'Select a country from the list below for travel health information.', a dropdown menu with '--Select--', and an 'Explore' button.
- Search for Diseases or Conditions:** Includes the text 'Select/Search the name of a disease, ailment or condition.', a search input field, and a 'Search' button.
- Travel Resources:** Lists 'Medical Translation Phrases', 'Medical Drug Equivalencies', and 'More...'. Below this is the 'Vaccination Information' section with a dropdown menu and a 'Get Vaccine Advisory' button.
- Travel Health White Papers:** Lists 'October, 2013 - Pandemic' and 'July, 2013 - Altitude Sickness', with a link to 'See All Travel Health White Papers' and a note to 'Read our travel health whitepapers.'

Disease Directory

Click on dropdown under **“Disease Directory”**. Select a disease or ailment you are interested in viewing. You can save, print or email these reports at any time.



This screenshot is identical to the one above, showing the Travel Health website interface. In this version, the 'Search for Diseases or Conditions' section is highlighted with a pink box. The rest of the page layout, including the navigation bar, banner, and other content sections, remains the same as in the previous image.

Vaccination Information

Click on dropdown under **“Vaccination Information”**. Select a country you are interested in viewing. You can save, print or email these reports at any time.

The screenshot shows the Travel Health website interface. At the top is a navigation bar with links: Home, My Profile, My Alerts, Resources, Health, Security, Travel News, and Country Reports. Below the navigation bar is a banner image of four people in a control room with the text "Travel Health". The main content area is divided into several sections:

- Customized Trip Health Information:** Includes a "Create a New Trip Profile" button, a "View or Edit a saved Trip Profile" section with a dropdown menu showing "Bermuda 2014-03-05 - 2014-03-", and a "View / Edit" button.
- Explore by Country:** Features a mountain landscape image, a dropdown menu for country selection, and an "Explore" button.
- Vaccination Information (highlighted with a red box):** Includes a dropdown menu for country selection and a "Get Vaccine Advisory" button.
- Search for Diseases or Conditions:** Contains a search input field and a "Search" button.
- Travel Resources:** Lists "Medical Translation Phrases", "Medical Drug Equivalencies", and "More...".
- Travel Health White Papers:** Lists "October, 2013 - Pandemic" and "July, 2013 - Altitude Sickness", with a link to "See All Travel Health White Papers" and a note to "Read our travel health whitepapers."

Whitepapers

Click on any of the whitepaper titles you are interested in viewing. You can save, print or email these reports at any time.

This screenshot is identical to the one above, showing the Travel Health website interface. In this view, the "Travel Health White Papers" section is highlighted with a red box. The section contains the following text:

- October, 2013 - Pandemic
- July, 2013 - Altitude Sickness
- See All Travel Health White Papers
- Read our travel health whitepapers.

What if I am having issues with Travel Health Section?

In the event you experience any online training issues or other issues with the assistance website, please email: onlineassistadmin@aig.com



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AIG is a leading international insurance organization serving customers in more than 130 countries. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. 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 | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: <http://www.linkedin.com/company/aig>

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