

# The AIG Benefits Travel Assist<sup>SM</sup> Advantage

With today’s political, environmental, cultural and technical instabilities, the world is riskier than ever. From crime and health hazards to natural disasters and social unrest, you can experience a range of threats during business travel.

With the AIG Benefits Travel Assist<sup>SM</sup> program, you can feel confident knowing that your employer has the flexibility and global reach to respond to a full range of traveler needs.



## AIG Benefits Travel Assist<sup>SM</sup> The confident way to travel



Please detach card.

### AIG BENEFITS TRAVEL ASSIST<sup>SM</sup> ID CARD

**Ambassador (Business Travel Accident)<sup>†</sup>**  
**24/7 Assistance Services**

**Policyholder:** Virginia Commonwealth University; VCU Health System Authority, Etal.

**Policy Number:** 9146660

To access your assistance website services, visit [www.aigbenefits.com/travelassist](http://www.aigbenefits.com/travelassist). Click “Sign In” and register with your policy number (using numerals only).

 Bring on tomorrow

1. Travel Guard Group, Inc., internal audit.
2. Identify theft services are not available for residents in New York or outside the United States.

<sup>†</sup> Business travel accident insurance products underwritten by National Union Fire Insurance Company of Pittsburgh, Pa., New York, New York. Policy form series: C11860DBG.

The underwriting risks, financial and contractual obligations, and support functions associated with products issued by National Union Fire Insurance Company of Pittsburgh, Pa., are its responsibility. National Union Fire Insurance Company of Pittsburgh, Pa., maintains its principal place of business in New York, N.Y., and is authorized to conduct insurance business in all states and the District of Columbia. NAIC No. 19445. AIG Benefits Travel Assist services are provided by Travel Guard Group, Inc., an AIG company. Coverages may not be available in all states.

This is only a brief description of the coverage(s) available. All products are subject to the policy terms, conditions, limitations, reductions, exclusions and termination provisions. 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. Please see policy and certificate for details.

[www.aigbenefits.com](http://www.aigbenefits.com)  
AIG Benefit Solutions® is the marketing name for the domestic benefits division of American International Group, Inc.

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Insurance underwritten by:  
**National Union Fire Insurance Company of Pittsburgh, Pa.**

## Assistance Services

AIG Benefits Travel Assist<sup>SM</sup> services that are offered with your Ambassador (Business Travel Accident)<sup>†</sup> coverage provide a broad spectrum of customer service and account support solutions worldwide. Through our five Assistance Centers located around the globe, we provide an array of services designed to help travelers cope with emergencies and simplify the travel experience.

### Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to medical needs anywhere in the world.

- Emergency medical evacuation
- Referrals to hospitals and providers
- Emergency prescription replacement
- Medical case management
- Medical payment arrangements

### Worldwide Travel Assistance

With your coverage through Ambassador,<sup>†</sup> help is just a phone call away. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information.

- Lost/stolen baggage assistance
- Lost passport/travel documents
- ATM locator
- Roadside assistance
- Emergency telephone interpretation
- Legal referrals/bail bond

### VIP Concierge Services

Put your plans in our hands. Our concierges are available 24/7 to respond to virtually any request — large or small.

- Restaurant referrals and reservations
- Event ticketing
- Ground transportation coordination
- Golf referrals/tee-time reservations
- Wireless device assistance
- Corporate event planning

### Security Assistance Services

We're here to help you feel secure at home or while traveling. Regional and subject matter specialists are on call to assist with up-to-the-minute, destination-specific advisories.

- Security evacuation assistance with immediate, on-the-ground physical response
- 24-hour response services to assist employees and their families during an incident
- Security and safety advisories
- Global risk analysis
- Up-to-the-minute information on current world situations

In 2013, our in-house travel assistance service center responded to more than **4.6 million** calls from customers around the world, handled more than 614,000 cases and processed more than 293,000 claims.<sup>1</sup>



### Identity Theft Assistance<sup>2</sup>

Trained representatives are available to take calls 24 hours a day, 7 days a week to assist you through the process of resolving any type of identity theft inquiry.

- Account activity monitoring
- Financial account investigation
- Credit review and fraud detector
- Social Security personal earnings and benefits statement assistance
- Criminal prosecution assistance

### AIG BENEFITS TRAVEL ASSIST<sup>SM</sup> ID CARD

Toll-Free/Free Phone (within the U.S.): **1-877-244-6871**  
Collect/Reverse Charge (outside the U.S.): **+1-715-346-0859**  
Email: [travelassist@aigbenefits.com](mailto:travelassist@aigbenefits.com)

Contact in the event of:

- **Emergencies**
- **Eligibility verification**
- **Doctor referrals**
- **Medical evaluations**
- **Repatriation of remains**
- **Benefit plan information and payments**
- **Assistance services**