

AIG Travel's Assistance Services

Employees of eligible WorldRisk Foreign Commercial Package insureds¹ receive around-the-clock access over the phone to the medical and travel assistance services of AIG Travel if faced with a medical emergency, security issue or unexpected travel problem.

AIG Travel's state-of-the-art global service centers work closely with medical facilities and air ambulance providers worldwide, so employees can receive quality intelligence and care, even in the most remote locations 24/7.

Travel Assistance Website and Mobile App

Employees have convenient access to an online resource to stay a step ahead with the latest travel, security and health information. Travelers can sign up for alerts, receive intelligence reports and access a full array of services via the secure website and mobile app, including:

- Email alerts containing security level developments such as terror attacks, major strikes, disasters or disruptions and government warnings that may affect travel destination(s) and specific travel dates.
- Country Reports, City Guides and Security Advice Reports provide key information on political conditions, security issues, travel logistics and cultural factors.
- Travel health section educates travelers on health-related concerns, precautions and requirements for destinations, with the ability to create personal travel health profiles.
- Tools for finding medical provider contact information, translations of key medical terms and drug brand equivalencies.
- Security awareness training provides online travel safety videos, knowledge tests and basic tools and information to be an aware, organized and prepared traveler.
- Mobile app available for Apple and Android smartphones contains key features such as a one touch 'help' button to obtain emergency travel assistance and access to many travel resources.

Visit www.aig.com/us/casualty/travelguardassistance and register with your policy number.

Travel Assistance Services

Flight delays, inclement weather, lost or stolen luggage, and other travel hassles are an unfortunate reality of business travel today. AIG Travel helps keep employees on the move by providing access to:

- Lost baggage search and stolen luggage replacement assistance.
- Lost passport/travel documents assistance.
- Embassy or consulate address and phone number contact information.
- Travel information including visa and passport requirements.
- Emergency cash transfer assistance.

AIG Travel's global security team is composed of personnel with a broad spectrum of security industry background, experience and expertise, ranging from government, military and law enforcement to corporate travel and asset protection. Global security analysts leverage a deep network of international contacts to gain valuable organic intelligence and utilize several supporting software systems to efficiently aggregate and process intelligence information.

For more information, visit www.aig.com/us/casualty/travelguardassistance.

¹Insureds need to purchase Foreign Voluntary Compensation and Employer's Liability or Travel Accident and Sickness coverage to access the services of AIG Travel.

Medical Assistance Services

From physician referrals to coordinating medical evacuations, AIG Travel helps insureds' employees address their medical needs with expediency and expert care by:

- Coordinating medical evacuation arrangements.
- Medical monitoring assistance by trained medical staff while undergoing medical care abroad.
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local governmental procedures.
- Providing physician/hospital/dental/vision care referrals when medical attention is required, including assistance with scheduling appointments.
- Assistance with emergency prescription replacement while abroad.
- Arranging special medical services when required (e.g., oxygen or a wheelchair).

While AIG Travel has wholly owned medical monitoring staff, we do not own clinics/hospitals. We coordinate with medical facilities worldwide to provide the most appropriate care for insureds' employees.

Emergency Security and Political Evacuation Services

Crisis situations such as political unrest, personal threats and armed conflict can happen anywhere, at any time, endangering the security of employees working abroad. With the purchase of Emergency Security and Political Evacuation coverage, AIG Travel provides security and evacuation assistance to insureds' employees who are faced with a crisis event when outside of their home country.

- Benefits can be paid on behalf of the insured's employee, rather than by reimbursement, only when arrangements are made by AIG Travel.
- Coverage responds to crisis situations occurring from political unrest, personal threats and armed conflict.
- Coverage does not require a government warning to be issued.
- Employees may be removed from their immediate location and taken to the nearest place of safety.
- Evacuated employees, directors, officers and guests have the option to return to their host country or place of assignment within 14 days if return is safe and permitted.

Additional Services

Travel Guard® Travel Tracer Powered by NC4 Risk Center™ is an online travel risk management solution that gives employers the ability to track and manage the safety and security of their travelers worldwide. This comprehensive, configurable system delivers actionable information and intelligence that helps reduce risk wherever employees work and travel, with the added reassurance of 24/7 access to AIG Travel's medical, security intelligence and evacuation services. Available features include:

- Real-time incident tracking of incidents around the globe that may have an impact on employers' business operations.
- Daily global flashpoints keep employers and travelers informed of emerging world events that may affect travel and corporate interests.
- Pre-trip advisories are configurable and sent directly to travelers upon booking.
- Alerts identify threats in proximity to company locations/fixed assets.
- Situation map shows the location of travelers and expatriate employees, as well as incidents and emerging worldwide events in proximity to travelers itinerary.

Please contact us for a demonstration and a price quote. NC4 Risk Center™ is a Registered Trademark of NC4, Inc.

Contact your broker or local WorldRisk underwriter to learn more.