



# AIG Travel Protect App Download and Setup Guide

Helping to keep every journey safe and supported. Looking ahead for you.

AIG Travel Protect App is your ultimate companion for helping you stay safe during your travels.

By downloading the app, you gain access to a powerful tool that empowers you with real-time safety information before and during your travels.



## How To Download & Login



**1** Download app

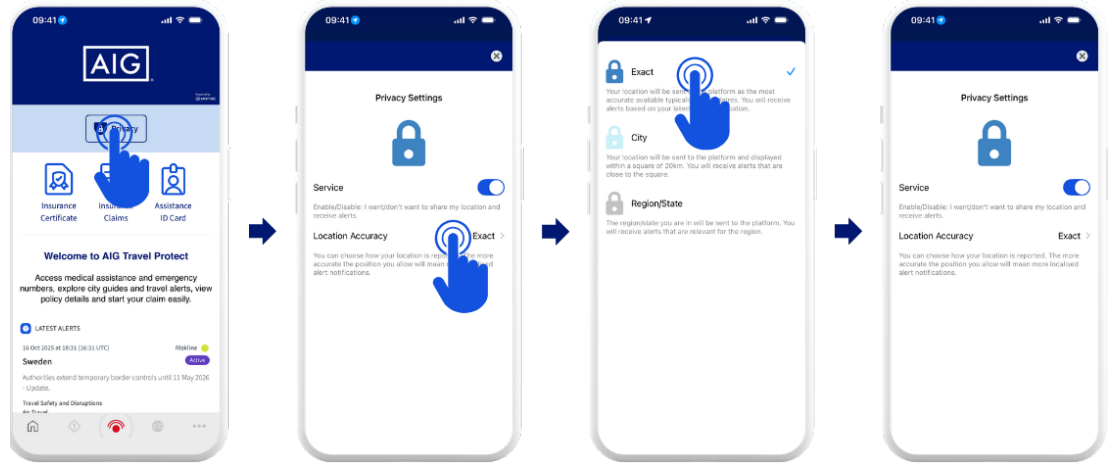
**2** Click create new account / sign up

**3** Enter your email and choose your desired password

**4** Enter your policy number. Please note: it's case-sensitive, and the policy number should not contain spaces.

**5** Register and verify your phone number

## How To Change privacy & update location settings



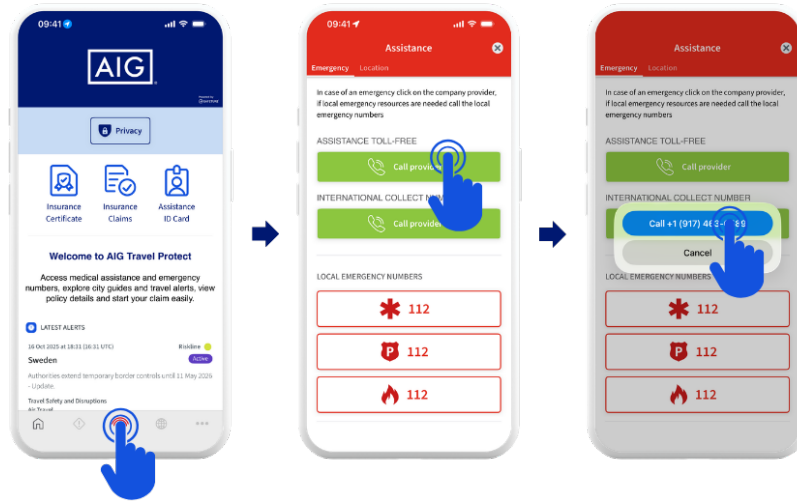
**1 From home screen, push Privacy at the top**

**2 Push Location Accuracy**

**3 Select your desired level**

**4 Keep service ON**

## How To Initiate Emergency Assistance



**1 From home screen, push the Assistance button**

**2 Push one of the assistance buttons**

**3 Push the phone number to initiate a call to assistance**

## Useful Information

### Change Privacy Settings

To change your privacy, go to "Privacy" on the Welcome page in the app. You can set privacy for exact, city, and region/state. Also, make sure to set your phone's location to "always allow."

### Filter Alerts

You can filter what you see on the map in the app's alerts tab. You'll always get relevant push notifications based on your location, regardless of risk.

### Battery Usage

The app generally uses about 2% of your battery when in the background during a day.

### No Internet Connection

The app works on both wifi and cellular networks. For the fastest experience we recommend using the app on wifi. Critical functions like the emergency assistance button will always be available.

### App Languages

The app supports system languages and offers machine translation for more languages. You can change this in the app's settings.

Non-insurance, travel assistance services provided by AIG Travel Protect. AIG Travel Protect provides around-the-clock global support to customers who experience travel disruptions from minor inconveniences to life threatening emergencies. Designed by International SOS, Inc., owned and operated by AIG. Learn how AIG Travel Protect uses personal information at [www.aig.com/globalprivacy](http://www.aig.com/globalprivacy) and <https://www.internationalsos.com/privacy-centre/member>. AIG is the marketing name for the worldwide operations of American International Group, Inc. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries and jurisdictions, and coverage is subject to underwriting requirements and actual policy language.