



## Global Assistance Services

Traveling on business requires attention to a number of unique details that are not related to your primary job responsibilities. A study from the Global Business Travel Association shows that 75 percent of travelers encountered a mishap while traveling to their business destinations.<sup>1</sup> Your employer has provided you with travel assistance services to help you with travel mishaps or emergencies during your business trip in case you experience anything from a medical emergency to a security issue or even flight delays or lost luggage. We are here 24 hours a day, 7 days a week to support you.



Please detach the card below and carry it with you during the course of your trip.



Travel Guard®

**Employee ID Card**

24/7 Assistance Services

Policyholder: TeleTech Holdings, Inc.  
 Policy Number: GTP 0009150699

To access your assistance website services, visit [aig.com/us/travelguardassistance](http://aig.com/us/travelguardassistance)  
 Register with your policy number (using numerals only).

# Assistance Services

AIG® offers a broad spectrum of customer service and account support solutions worldwide. Through our multiple Service Centers strategically located around the globe, we provide an array of services designed to help travelers cope with emergencies and simplify the travel experience.

## Medical Assistance

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

- Coordinate medical evacuations
- Give referrals for hospitals and providers
- Provide emergency prescription replacement
- Arrange special medical services when required (e.g., oxygen or wheelchair)

## Travel Assistance

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
- Embassy and consulate information

## 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
- Wireless device assistance

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

From process education to providing contact information for credit reporting agencies, trained representatives are here to take calls 24 hours a day, 7 days a week.

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

### Travel Guard® 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: [assistance@aig.com](mailto:assistance@aig.com)

#### Contact in the event of:

- Emergencies
- Eligibility verification
- Doctor referrals
- Benefit plan information and payments
- Assistance services

[aig.com/us/travelguardassistance](http://aig.com/us/travelguardassistance)

Mail claims to:

AIG Claims Dept. | P.O. Box 25987 | Shawnee Mission, KS 66225-5897  
[ahclaims@aig.com](mailto:ahclaims@aig.com)

## Assistance Website

24-hour access to up-to-date security and travel information providing tips for staying safe and healthy while traveling.

- Travel Security Awareness Training — online instruction modules
- Country reports
- Travel alerts

## Security Assistance

We're here to help you feel secure at home or while traveling. With worldwide capabilities, we provide an immediate response for anything from a minor security incident to truly life-threatening events.

- Security evacuation assistance with immediate, on-the-ground physical response
- Security and safety advisories
- 24-hour response services to assist employees and their families during an incident
- Online access to up-to-date security intelligence

To learn more or access your assistance website services, visit [aig.com/us/travelguardassistance](http://aig.com/us/travelguardassistance).

1. "When Travel Attacks: The Human and Financial Cost of Business Travel Mishaps," Global Business Association, 2014.
2. Identity theft services are not available for residents of New York or outside of the United States.

[www.aig.com/us/benefits](http://www.aig.com/us/benefits)

Travel assistance services are provided by AIG Travel, Inc., a member of American International Group, Inc. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services. Non-insurance services provided by AIG Travel and/or its subsidiaries offer assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. AIG Benefit Solutions® is the marketing name for the domestic benefits division of American International Group, Inc. Expenses for goods and services provided by third parties are the responsibility of the traveler.

This is a summary only of products and services offered. 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. All products are subject to the policy terms, conditions, limitations, reductions, exclusions and termination provisions. Please see policy and certificate for details.

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