



Emergency assistance card

Call +44 (0)1273 552 922
www.mylifeline.co.uk

For claims related queries
call +44 (0)345 602 9429

LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

Please write your Lifeline Plus policy number below
(available from your Human Resources department or your policy administrator)

0010628134

When contacting us please always provide:

1. the name of your employer and the policy number
2. your name, location and country of residence
3. your condition, symptoms or query
4. a telephone number we can contact you on.

Important: This card has no monetary value and is not a credit card.
Fraudulent use of the services may result in legal action.

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LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

We've got your back

Lifeline Plus is more than just an insurance policy; it's a complete support network for business travellers. In addition to emergency travel, medical and security support, we provide a range of services that can be used any time – not just when making a claim.

You can access these services in a number of ways at any time:

- + Via our mobile app
- + On the travel assistance website
www.mylifeline.co.uk
- + Or call our assistance helpline
+44 (0)1273 552 922

AIG Travel Assistance App

Our mobile app puts a wealth of valuable information at your fingertips and has a quick-call Help button that immediately connects you to emergency travel, medical and security assistance. You can even notify selected contacts when you arrive safely via the geo-fenced check-in tool.

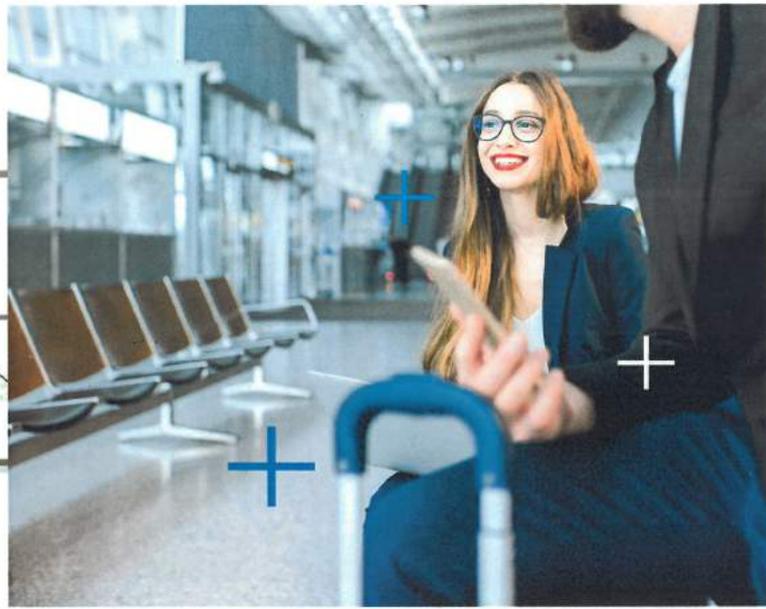
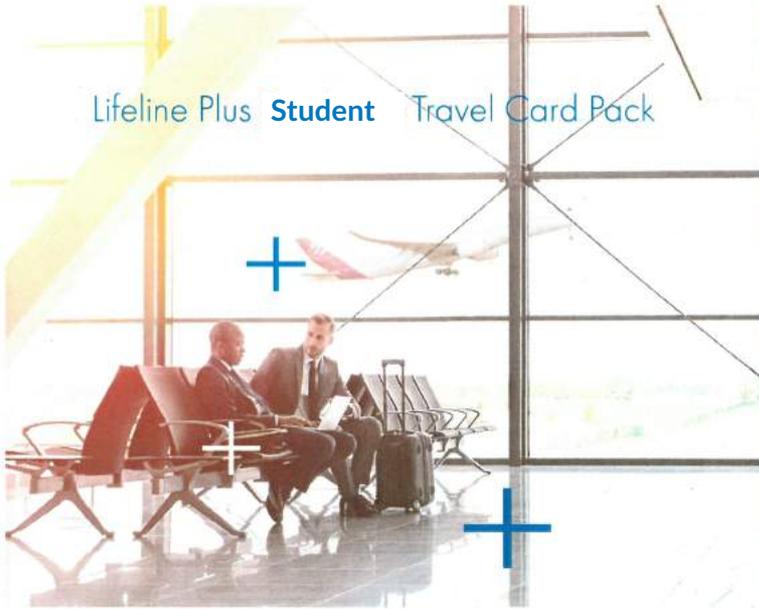


AIG Travel Assistance Website www.mylifeline.co.uk

Our travel assistance website will help you prepare for a trip and support you while you're travelling. Accessible via a desktop computer, tablet or smartphone, it provides a range of services that will keep you safe and informed while abroad, including:

- Security awareness training**
An online programme about travel security and situation awareness.
- Country reports**
Guidance about safety, health and travel issues throughout the world.
- Security travel alerts**
An email and SMS alert service to keep you informed about evolving situations that could disrupt your trip.
- Global News Watch**
Daily email roundup covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism worldwide.
- MyHealthPortal***
An online health clinic providing access to fully trained nurses in the UK via phone, email, SMS, online chat or Skype.

Lifeline Plus Student Travel Card Pack



Travel Assistance Services Access to help and advice

In the event of a medical emergency, unexpected travel problem, security or political issue, we can help. The lists below describe some of the assistance services available to you.

Emergency medical assistance

From arranging doctor referrals to medical evacuations, we can attend to your medical needs anywhere in the world (excluding Sanction List countries).

- Emergency medical care and support 24/7
- Medical evacuation and repatriation, including via air ambulance
- Guaranteed payment arrangements with our network of medical providers
- Doctor/hospital/dentist/optician referrals and appointments
- Return travel arrangements
- Emergency prescription replacements
- Emergency medical supplies, including replacement glasses and lenses

Emergency travel assistance

We keep you on the move; our staff are always just a phone call away to solve last-minute travel problems or emergencies.

- Emergency return travel arrangements
- Flight, hotel and hire car bookings
- Port and airport assistance
- Roadside assistance
- Lost baggage returns and replacements
- Guaranteed hotel check-ins
- Help with missed connections
- Extended parking tickets following delays
- Compassionate travel arrangements for relatives
- Legal referrals

Worldwide travel assistance

Our coordinators will help you make travel arrangements and keep you informed about the latest travel updates.

- Help with lost passports and travel documents
- Emergency cash transfers
- Real-time country information reports
- Updates about travel requirements, including visa and passport requirements
- Updates about travel delays and strikes
- Updates about local health warnings, epidemics, required vaccinations and preventative measures
- Emergency three-way interpreter phone assistance
- Urgent message relays to family, friends and colleagues

Security support

You can feel safe and secure with our security support services.

- Real-time SMS and email alerts
- Emergency and security evacuations
- Crisis response team for major events

Concierge services

You can access our personal assistance coordinators 24/7 for a range of requests – large or small.

- Restaurant recommendations and reservations
- Booking taxis
- Tickets to events
- Golfing reservations

To access these services and download your mobile app visit: www.mylifeline.co.uk

Contact details

Emergency medical and travel assistance 24/7:

Tel: +44 (0)1273 552 922

Money and personal property claims:

Tel: 0344 892 0319 (UK only)

Tel: +44 (0)20 7359 3433 (Worldwide)

Email: lifelinebaggageclaims@aig.com

(Open 8am-6pm Mon-Fri UK time)

All other claims:

Tel: +44 (0)34 5602 9429

Email: claimsuk@aig.com

(Open 9.15am – 5pm Mon-Fri UK time)

Post:

The Accident & Health Claims Department,
AIG UK, The AIG Building,
2 – 8 Altyre Road, Croydon CR9 2LG

All other enquiries

Tel: +44 (0)1273 552 922

(Open 24 hours a day, 7 days a week)

Claims information

You can make a claim by contacting the department responsible for your employer's insurance. A claim form should be completed and submitted to AIG. This can be obtained from your employer or can be downloaded from www.mylifeline.co.uk. Or you can notify us of your claim via the app or website.

Please note: unless your employer has pre-authorised all claims, payment of a claim will require your employer's authorisation.

Cover queries

Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance cover.

*These services are provided by third party companies.

All of the emergency and assistance services described are subject to the policy cover. Please refer to your policy wording for full details of benefits, terms, conditions and exclusions. All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.

Service providers: Non-insurance benefits which are provided through AIG Travel offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide third party partners. Expenses for goods and services provided by third party partners are the responsibility of the traveller. Whilst AIG UK takes every care in selecting business partners to provide the assistance services described in this brochure, AIG cannot accept responsibility for any advice given, or information or assistance provided.

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Travel Guard[®]

File a claim whilst on the move

AIG Travel Assistance App

Insured travellers have access to a new claims filing tool on the AIG Travel Assistance mobile app*, available for Apple and Android devices, to help streamline the claims submission process. AIG Travel's secure and convenient claims filing feature is a hassle-free way of notifying us of your claim as it happens.

1

Simply tap 'File a Claim' on the home screen and off you go. Don't worry if you need to exit the app before completing your claim, all of your responses will be saved for your next visit.



2

There are four main sections to complete – Claimant, Loss, Payment and Documents.



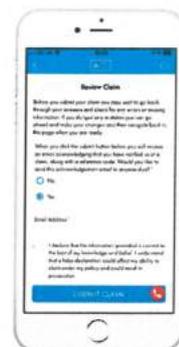
3

Once all four sections are completed you can tap 'Complete Claim'. You will still have the opportunity to double-check responses and make changes.



4

Once you have submitted the claim you will receive automated email acknowledgement, this will include a reference code specific to your claim and an email address for our claims team should you need to get in contact.



Contact your agent, broker or AIG representative to learn more.



* The AIG Travel Assistance App is only available to corporate/business travel and Private Client Group policyholders. Individual leisure policyholders do not have access to the app. The claims filing feature is only available to United Kingdom corporate/business travel policyholders.

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and global assistance. Travel Guard[®] is the marketing name for its portfolio of travel insurance and travel-related services, including medical and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at www.aig.com/travel and www.travelguard.com.

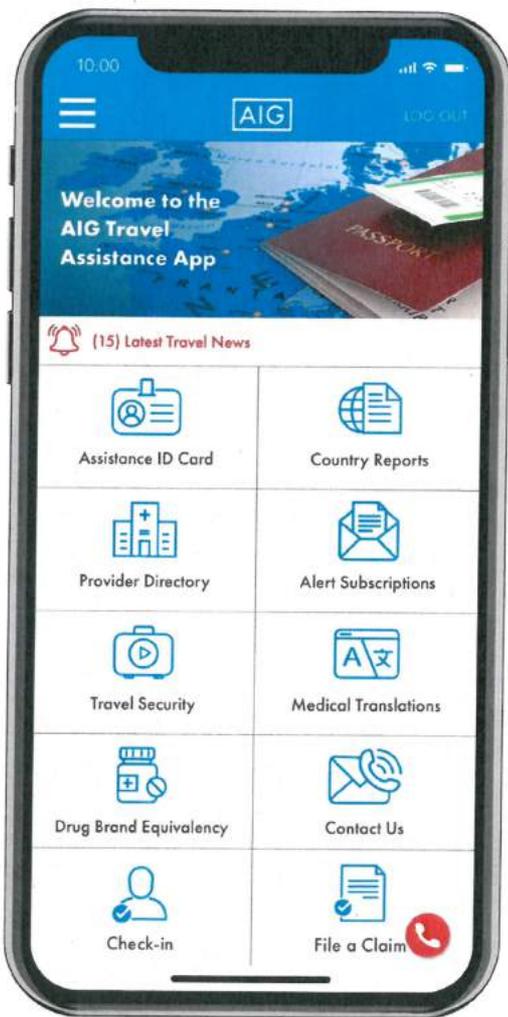
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Download the Mobile App Available Now!

AIG Travel Assistance App

With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication in order to stay safe and secure. With the improved AIG Travel Assistance mobile app*, available for Apple and Android devices, travellers have new features to help ensure effective travel risk management. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only assistance app provides travellers with convenient access to in-depth travel, security and health information 24/7/365.



-  **One Touch 'Help' Button** connects travellers directly to emergency travel assistance.
-  **Assistance ID Card** can be accessed via the app in the event the physical card is forgotten or lost.
-  **Country Reports and City Guides** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to mark reports as favourites.
-  **Security Travel Alerts** contain security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address).
-  **Check-in Feature** enables travellers to seamlessly notify contacts of their safe arrivals while travelling.
-  **Provider Directory** contains contact information for healthcare providers around the world with a map view and ability to turn on GPS and locate providers nearby. Members have the option to rate and share comments about the medical provider (feedback will not be made public and will only be shared with AIG Travel).
-  **Medical Translations Tool** translates medical terms and phrases into multiple languages.
-  **Drug Brand Equivalency Tool** generates drug brand names and their equivalent names for multiple countries.
-  **Security Awareness Training** online travel safety videos and knowledge tests provide basic tools and information to be an aware, organised and prepared traveller and you can receive a certificate of completion via email.
-  **Claims Notification Tool** means you can make a claim whilst on the move - uploading photos and documents as you go.

See the following page for instructions.

You must be a registered user to access the mobile app. If you are a registered user of the travel assistance website, the same username and password will apply. See the following page for new user registration instructions.

Contact your agent, broker or AIG representative to learn more.



*Mobile app is only available on smartphone – not tablet. Mobile app availability and features vary by policyholder access. Must be connected to Wi-Fi or cellular network.

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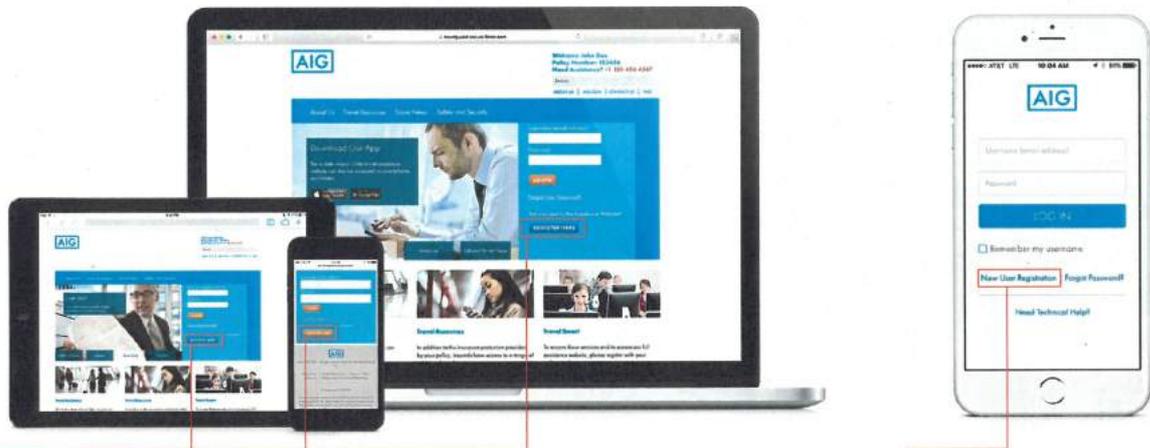
Registration and Login Instructions

Registration Instructions for **New Users** on Desktop or Mobile

1. To access the full website on your desktop or smartphone/tablet device, visit: www.mylifeline.co.uk

OR

To access the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel. The app is only available on smartphones – not tablets.



■ Register to our website on a desktop, smart phone or tablet web browser OR ■ Register on our mobile app

2. Click on "Register." Tap on "Country where coverage was purchased" and select: [United Kingdom](#)
3. Provide name, email address (email address serves as your username) and policy number (if you do not know your policy number please contact your policy administrator). If you receive a "duplicate email" error please click on "Forgot Your Password" to reset your password.
4. You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assistance website/app access. In the event you do not receive an email please allow emails from noreply@salesforce.com or AIGTravelAlerts@e5.aigdigital.com. You may need to contact your organisation's IT team to allow these email addresses.

Instructions for **Existing Users** on Desktop or Mobile

1. To access the full website on your desktop or smartphone/tablet device and log in with your existing credentials, visit: www.mylifeline.co.uk
2. To access the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel, and log in with your existing credentials. The app is only available on smartphones – not tablets.

We want to hear from you! Please share any comments or feedback about the website or app by filling out the Contact Us form and/or rating and reviewing us on the App stores.



Check in to let trusted contacts know you have arrived safely at your destination

AIG Travel Assistance App

Insured travellers have access to a new check-in feature on the AIG Travel Assistance mobile app*, available for Apple and Android devices, to help ensure effective travel risk management. AIG Travel's secure and seamless check-in feature helps you to keep your contacts notified of your safe arrivals when you are travelling. With our geo-fenced, check-in tool, there is no need to take additional manual steps to accomplish this process so you can stay on-the-go while travelling.

1

Tap on the "Check In" icon from the app's home screen.



2

Simply allow the AIG Travel Assistance Mobile App to access your location in order to receive automatic reminders to check-in when travelling abroad.



3

Add and edit contacts at any time. These could be a manager, colleague, relative and/or friend.

Your contact(s) will receive an automated email that you have "checked in" and safely arrived at your destination.



4

You control how much detail each of your contacts will receive when you check in: City/country, country only, or no location (contact will simply know you arrived safely).



Contact your agent, broker or AIG representative to learn more.



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