

## General Assistance

AIG International Services has a central location for translations and communication during emergencies. AIG International Services provides advice on contacting and using services available from consulates, government agencies, translators, and other service providers that can help with travel-related problems.

## Emergency Message Center

In the case of an emergency, you can leave or receive emergency messages. You can also store messages for up to 72 hours. All you have to do is call and leave your message. It's that simple!

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This brochure provides a brief description of your Travel Assistance Services. Travel Assistance Services are provided only while the covered individual is traveling a distance of 100 miles or more away from their residence or permanent place of assignment for business travel. For a more detailed description, please call the number on your AIG International Services card (see attached).

Travel Assistance Services are provided by AIG International Services, a Member of American International Group, Inc. (AIG).

The person named is eligible for certain Services and Benefits as outlined in the Service Agreement provided to the Group. Before obtaining medical and non-medical assistance, call one of the phone numbers below:

If in the United States or Canada,  
call (800) 626-2427.

To call collect from anywhere else in the world,  
contact an AT&T International Operator to place  
your call to Houston at: (01-713) 267-2525

# AIG Assist<sup>®</sup>

Travel  
Assistance  
Services

A Valuable  
Addition to Your  
Accident & Health  
Insurance

**AIG** AIG International Services



## Pre-Departure Services

Pre-departure services can give you valuable information so there are no surprises after you leave home. You can get information on immunization requirements, appropriate medical exams and treatments, passport and visa requirements, weather, and travel hazards.

## Lost Baggage/Passport

Losing important baggage or documents is extremely inconvenient. AIG International Services can provide immediate telephone advice to a traveler whose baggage has been lost or delayed by a carrier. This service also notifies the appropriate authorities of a traveler's lost passport and provides directions for replacement.

## Insurance Coordination

Filling out paperwork in a foreign country can be confusing. AIG International Services can help you complete insurance and medical claims forms. In addition, this service can help you verify your insurance coverage and guarantee payment to a medical provider based on the confirmation of your insurance benefits or your credit card.

## Evacuation and Repatriation

If an unforeseen medical emergency requires you to be evacuated to a treatment facility, AIG International Services can coordinate your emergency medical evacuation. If you should lose your life while traveling, AIG International Services can coordinate the repatriation of your remains.

## Travel Medical Emergency Services

If a medical problem occurs, you may feel more comfortable knowing that someone is there to assist you.

This service can help you obtain local medical care, monitor the quality and cost of the hospital treatment, confirm travel medical expense insurance, guarantee payment to the provider of medical services using your financial resources, and arrange the payment of non-insured medical expenses.

Moreover, AIG International Services can maintain contact between local and personal physicians; arrange shipment of prescription drugs, medical equipment, and prescription lenses; provide your medical records; and maintain daily contact between patient, family, employer, and physicians.

## Legal Assistance

If you are in need of legal assistance, AIG International Services can arrange help from local attorneys, embassies, and consulates. Bail, cash advances, or guarantee of payment for your legal services can be arranged through your financial resources. Also, AIG International Services can keep a communication link between you, your family, and your employer.

## Emergency Cash

If you are caught in an emergency and need cash, this can be a valuable service. In coordination with your finances, AIG International Services can provide cash through banks, consulates, hotels, and Western Union.

## Travel Agency

This 24-hour service can replace your lost or stolen airline ticket by arranging payment through your credit card. Pre-paid tickets can be delivered by mail courier or collected at an airline counter. In addition, hotel reservations can be arranged.

**AIG** AIG International Services

AIG Assist®

US & CAN (800) 626-2427

AT&T Collect (01-713) 267-2525

First Data Corporation  
GROUP

9881  
ASSISTANCE NUMBER

GTP 805 4240  
POLICY NUMBER

WORLDWIDE COVERAGE