Lifeline Plus Employee Travel Card Pack

Emergency assistance card

Call +44 (0)1273 552 922
www.mylifeline.co.uk
For claims related queries
call +44 (0)345 602 9429

AIG LifelinePlus
Group Personal Accident & Travel + Crisis Insurance

Your Lifeline Plus policy number

0010822676

When contacting us please always provide:

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

First Health GlobalExcel PHCS

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

LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

We've got your back

Lifeline Plus is more than just an insurance policy; it's a 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:

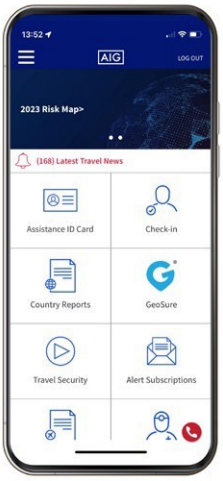
- Via our mobile app
- On the travel assistance website **www.mylifeline.co.uk**
- Or call our assistance helpline **+44 (0)1273 552 922**

This document does not contain the full terms and conditions. Please review the Policy Documents for a full list of conditions, including policy benefits, limitations and exclusions.

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.

To download the mobile app go to the App Store or Android Play Store from your smartphone, search for 'AIG' and tap on 'AIG Travel'.



Download on the App Store

ANDROID APP ON Google play

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 help keep you safe and informed while abroad, including:

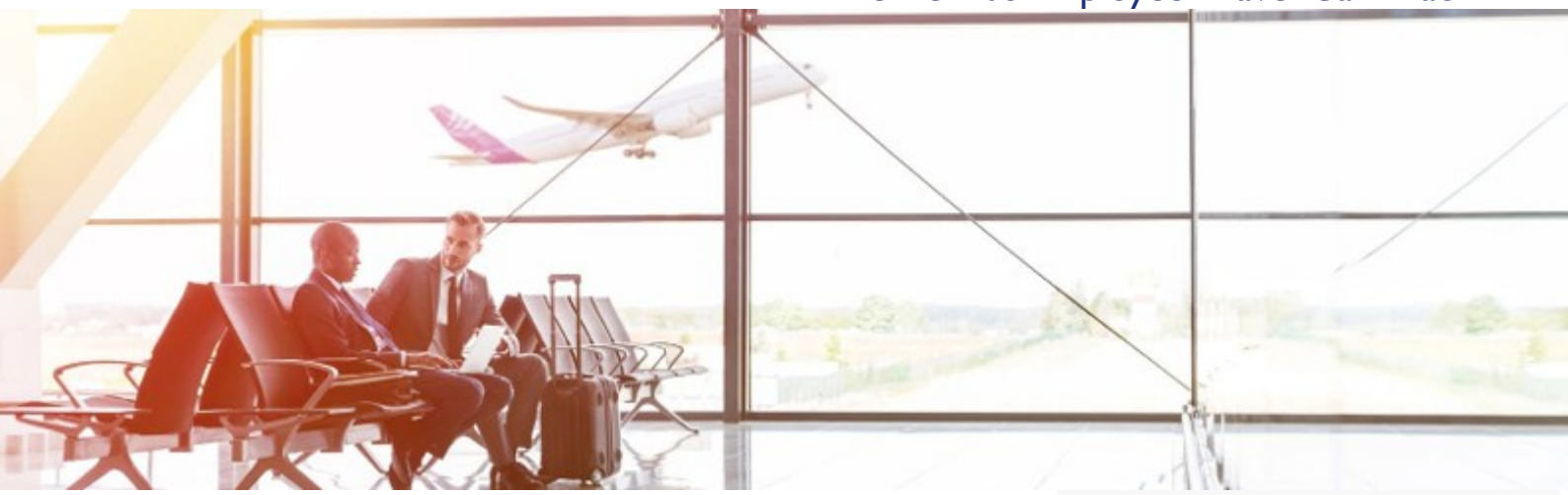
Security awareness training
An online programme about travel security and situation awareness.

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.

The emergency and assistance services described in this pack are available to Lifeline Plus policyholders and subject to the chosen levels of cover.
Please check your cover documents for details of additional services.



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, Lifeline Plus Assistance can help you get medical assistance almost anywhere in the world (excluding Sanction List countries).

- Emergency medical care and support 24/7
- Medical evacuation and repatriation, including via air ambulance
- Direct payments to medical providers within our network for covered emergency medical expenses
- 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 Lifeline Plus Assistance team is always just a phone call away to help you solve last-minute travel problems or emergencies.

- Emergency return travel arrangements
- Flight, hotel and hire car bookings
- Port and airport assistance
- Lost baggage returns and replacements
- 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
- 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 evacuations for political and natural disasters
- Crisis response team for major incidents

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

Contact details

Emergency medical and travel assistance 24/7
Tel: +44 (0)1273 552 922
Money and personal property claims
Tel: +44 (0)20 7359 3433
(Open 9am - 5pm Mon-Fri UK time, excluding public holidays)
All other claims
Tel: +44 (0)345 602 9429, or
+44 (0)20 8253 7401
Email: claimsuk@aig.com
(Open 9.15am-5pm Mon-Fri UK time, excluding public holidays)
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

If you want to make a claim under your employer's Lifeline Plus insurance policy, you can do so 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 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.

All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.
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.
Service providers: Non-insurance benefits which are provided through third-party travel assistance partners, 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 American International Group UK Limited takes every care in selecting business partners to provide the assistance services described in this brochure, American International Group UK Limited cannot accept responsibility for any advice given, or information or assistance provided.
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