



AIG Travel Assistance Website and App User Guide

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. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only Travel Assistance Website and App provides travellers with convenient access to in-depth travel, security and health information 24/7/365.

This user guide contains instructions on how to navigate the secure Travel Assistance Website and App. If you require additional technical support related to the website or app, please click on "Contact Us" from the website and complete the form.





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Travel Assistance Website Features

Alerts contain security level developments, such as terror attacks, large-scale demonstrations and protests, major strikes, infrastructure/aviation/weather/health disasters or disruptions, significant threats, government warnings, major elections, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates via email and/or SMS. Also, subscribe to Editorial Travel News alerts for important news such as webinars.

Country Reports provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories.

Case Studies help you understand how we assist travellers from minor injuries to life-threatening situations.

Travel Articles share the latest travel tips and news on destinations worldwide.

Assistance ID Card is also available online in the event the physical card is lost or left at home.

Travel Health educates travellers on health-related concerns, precautions and requirements for destinations and ability to create personal travel health profiles.

Medical Translations Tool translates medical terms into multiple languages with ability to listen to the translation.

Drug Brand Equivalency Tool generates drug brand names and their equivalent names for multiple countries.

Worldwide Provider Tool offers 24/7 access to our network of medical providers' contact information, virtually anywhere they may go.

Security Awareness Training provides you with online travel safety videos and knowledge tests provide basic tools and information to be an aware, organised and prepared traveller.

In addition, the comprehensive desktop travel assistance website is mobile-friendly on all smartphone and tablet devices.

Travel Assistance App Features

Available for Apple and Android Smartphones

One Touch 'Help' Button connects travellers directly to emergency assistance.

Assistance ID Card can be accessed via the app in the event the physical card is forgotten or lost.

Country Reports provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to favourite reports.

Security Travel Alerts emails and/or SMS subscriptions can be managed via the app to obtain security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address and/or mobile number).

Provider Directory contains contact information for healthcare providers in various locations around the world with a map view and ability to turn on GPS and locate providers nearby.

Medical Translations Tool translates medical terms into multiple languages with the ability to listen to the translation.

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 with the ability to email the certificate of completion.

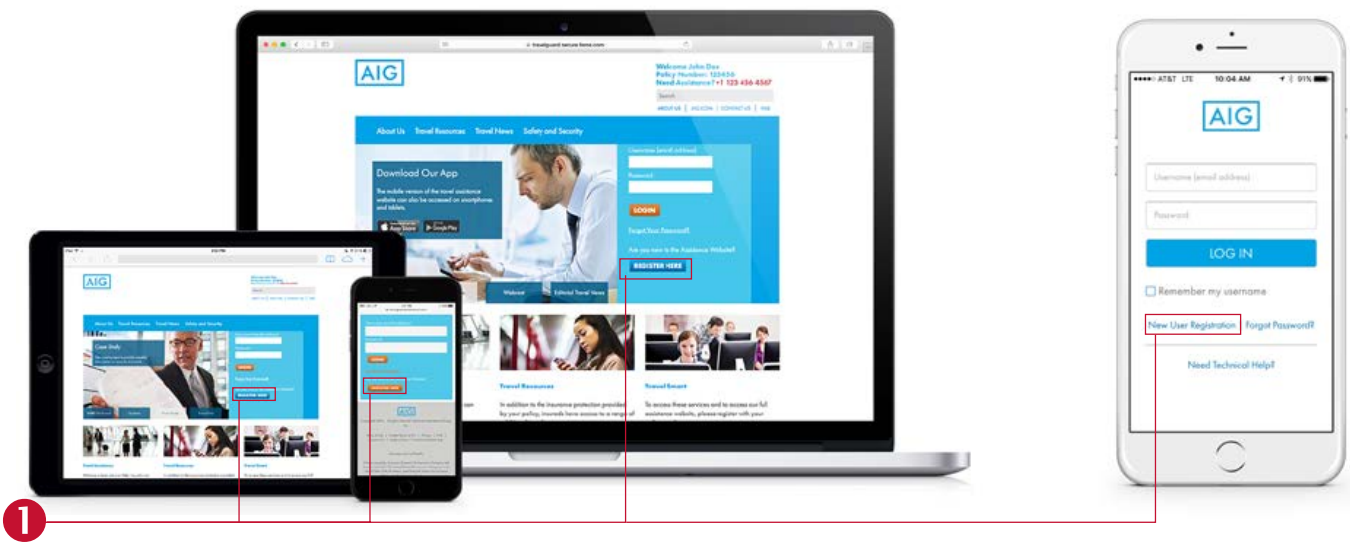
Registration and Login Instructions for New Users on Desktop or Mobile

Once you have completed registration, the same login credentials may be used across all entry points (desktop/mobile site/mobile app).

- 1 To access the full website on your desktop or smartphone/tablet device, visit: www.aig.ie/travelguardassistance. Visit the Registration Guide section to watch a video tutorial.

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 (you must be connected to Wi-Fi or cellular network). The app is only available on smartphones – not tablets.



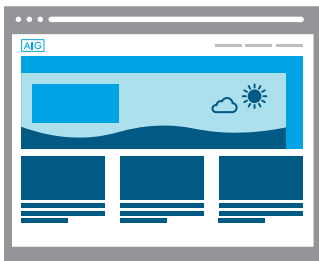
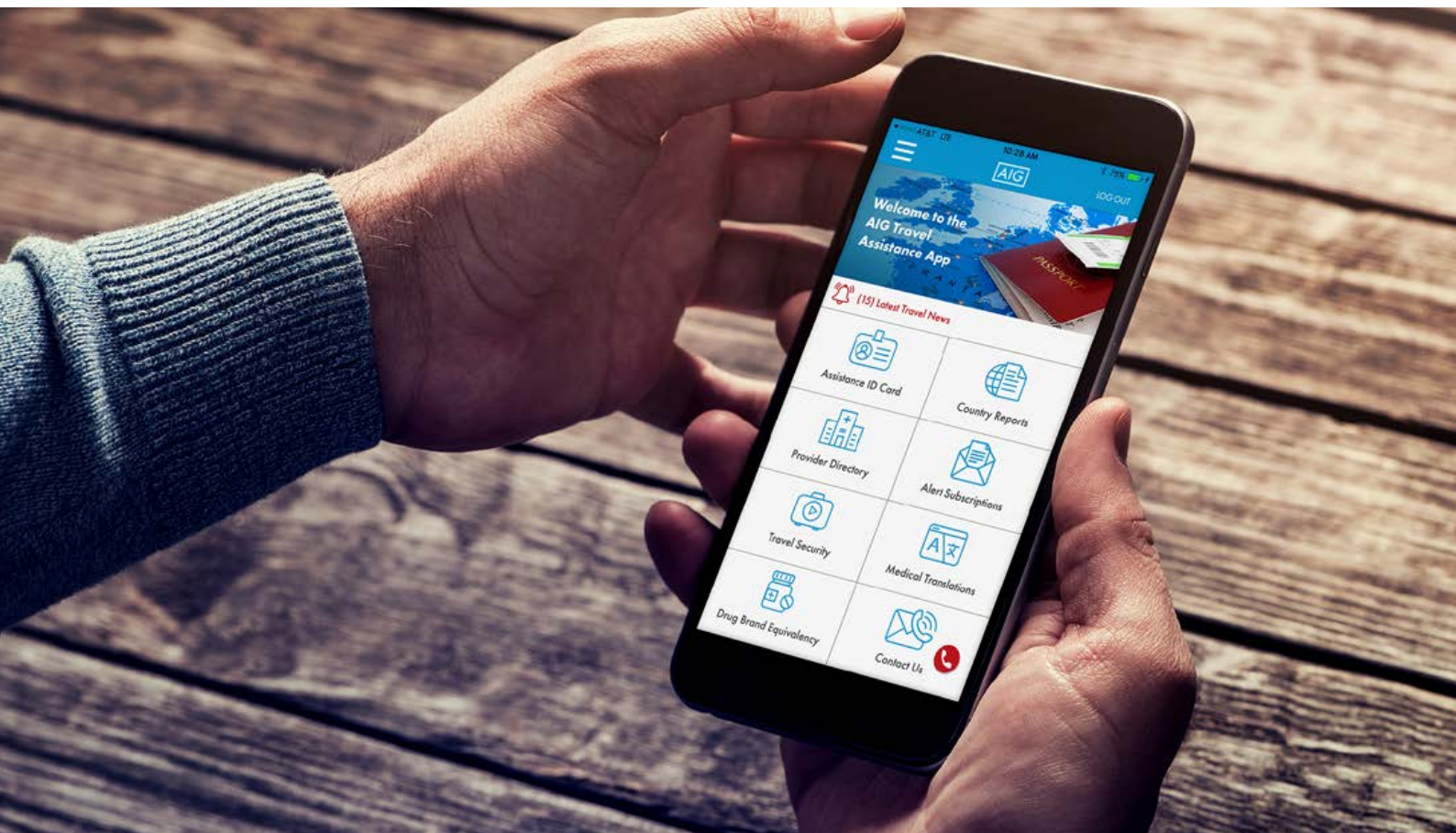
1 Register to our website on a desktop, smart phone or tablet web browser OR register on our mobile app.

2. Click on "Register." From the app tap on "Country where coverage was purchased" and select "Ireland Lifeline Plus."
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 Human Resources or Risk Management Team). 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 access. After you have successfully logged in and accessed the secure travel assistance website follow the below instructions for mobile access. You will receive an automated email (check spam/junk folder and allow emails from noreply@salesforce.com and AIGTravelAlerts@e5.aigdigital.com) containing instructions to complete secure travel assistance website/app access.

Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to www.aig.ie/travelguardassistance on your desktop or smartphone/tablet device and log in with your existing credentials (do not click on "Register.")
2. To download the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for "AIG Travel" (you must be connected to Wi-Fi or cellular network) and log in with your existing credentials (do not click on "Register.") The app is only available on smartphones – not tablets.

In the event you forgot your password or receive a "duplicate username" message when attempting to log in, please click on the "Forgot Password" link from the login page to reset your password.



A comprehensive website available through multiple digital devices



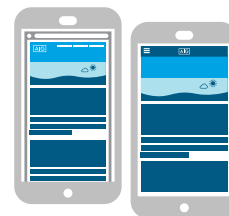
Desktops



Laptops



Tablets



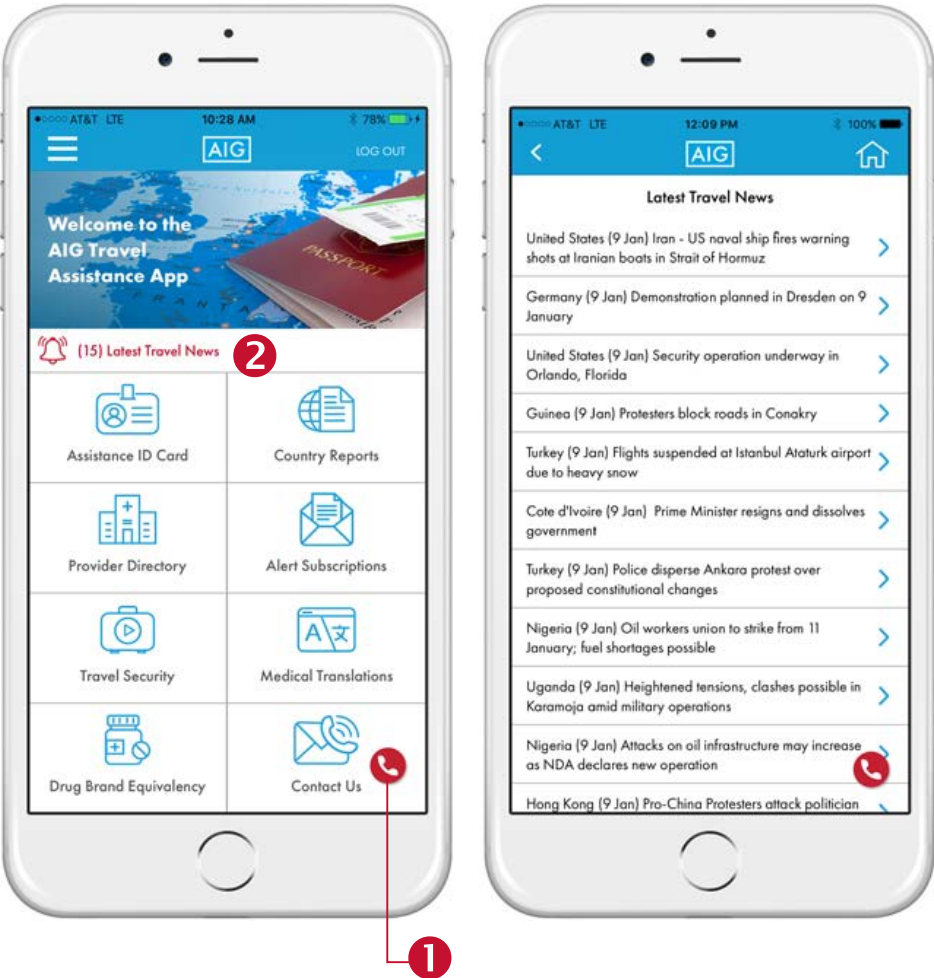
Smartphones
Mobile-Friendly Site and
Smartphone Mobile App



Mobile App

Available for Apple and Android Smartphones (must be connected to Wi-Fi or cellular network)

- 1 A one-touch 'help' phone button connects you directly to emergency travel assistance. This red phone button appears all across the mobile app.
- 2 Tap on the travel news ticker or any of the icons from the home dashboard screen.





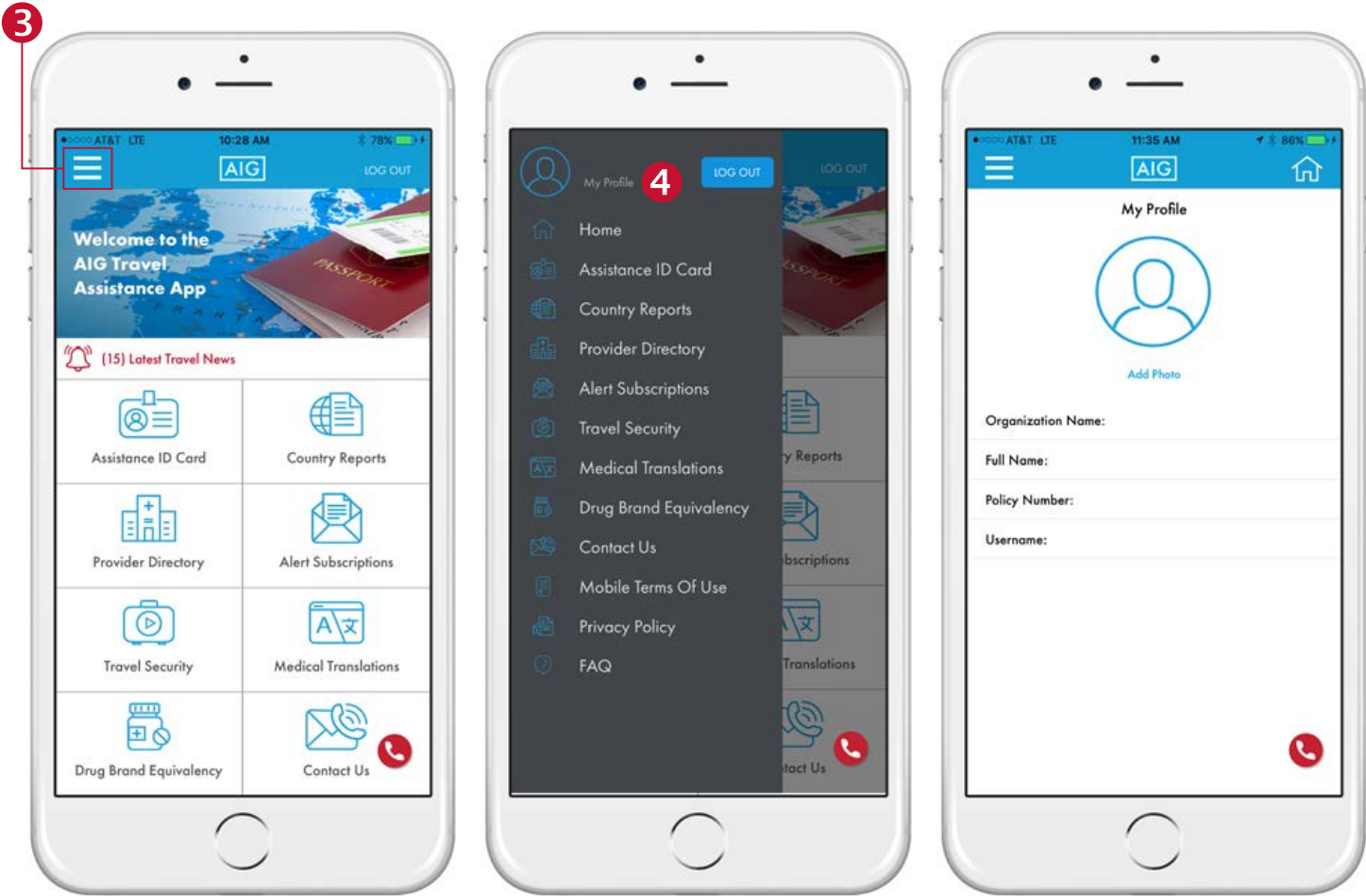
Mobile App

Sidebar Menu

3 Tap on the hamburger menu (three horizontal lines) to open the sidebar menu.

My Profile

4 Tap on "My Profile" from the sidebar menu to edit or complete optional profile information.

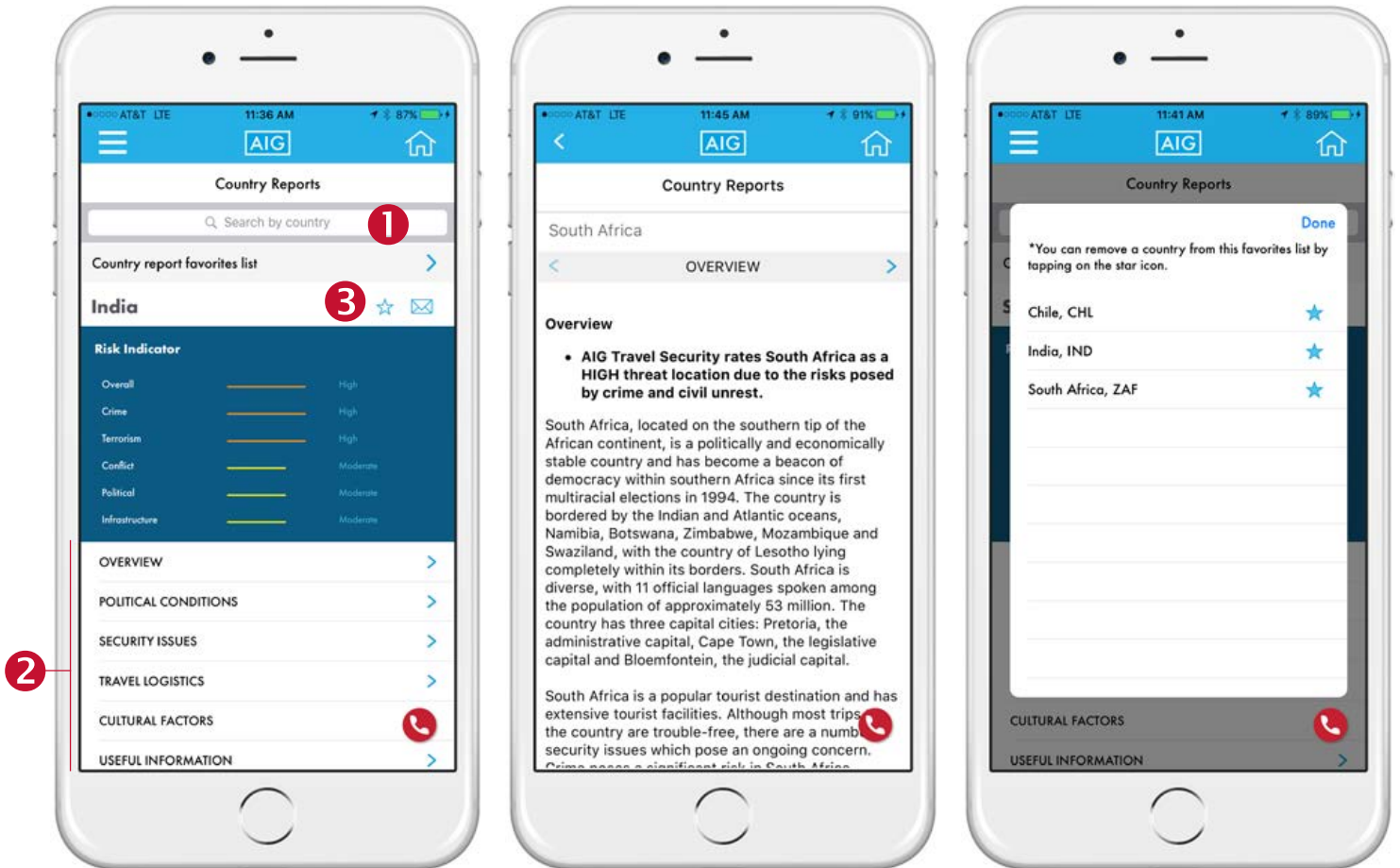


Mobile App

Country Reports

Tap on "Country Reports" from the sidebar menu or home screen to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

- 1 Type in the first few letters of the country in the search bar and the country report will appear.
- 2 Scroll down and tap on the title bars to view more country report information.
- 3 Tap on the star to favourite country report(s).

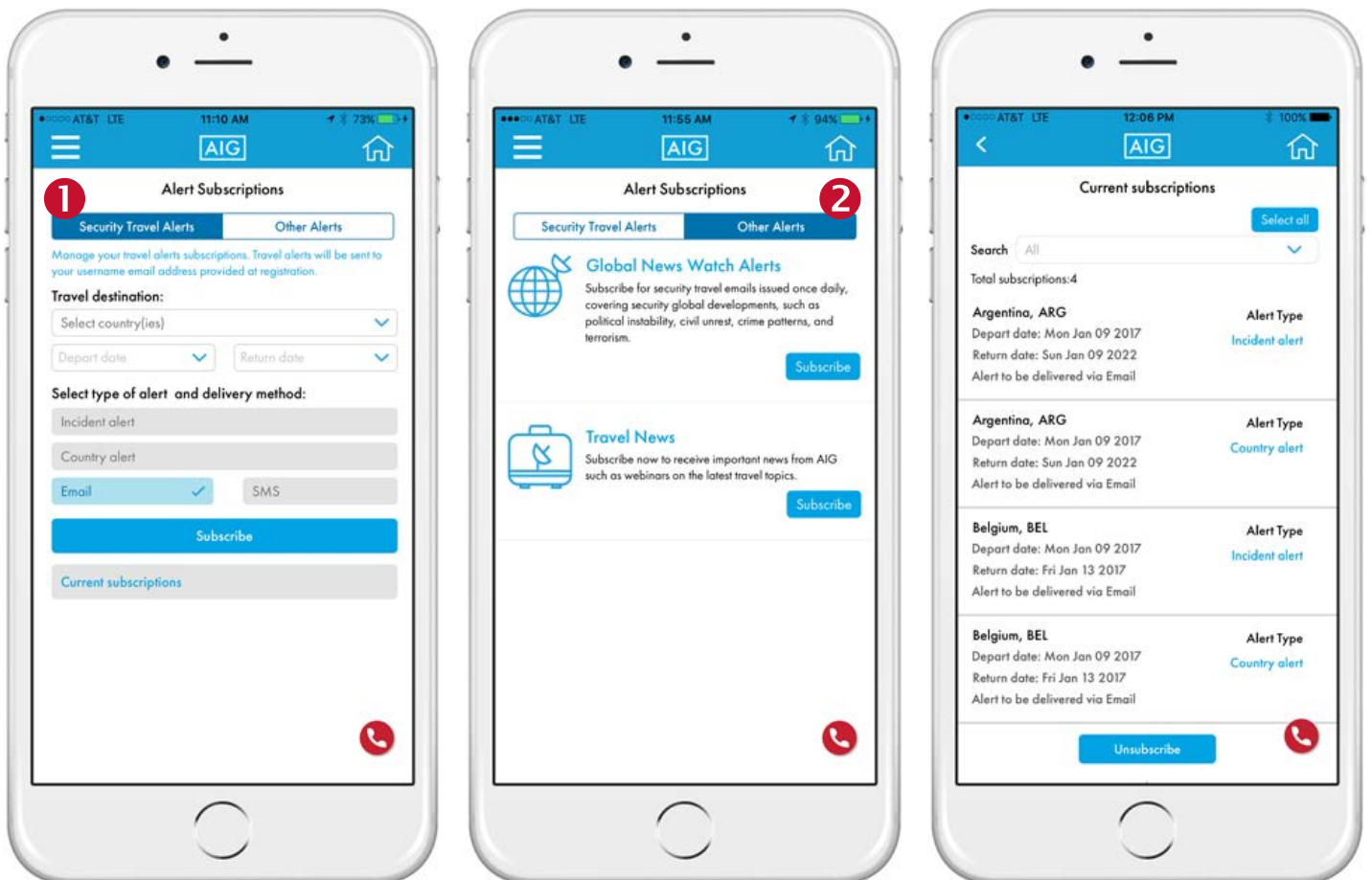


Mobile App

Alert Subscriptions

Tap on "Alert Subscriptions" from the sidebar menu or home screen to subscribe or unsubscribe from email and/or SMS travel alerts containing security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address). In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from AIGTravelAlerts@e5.aigdigital.com and noreply@salesforce.com. You may need to contact your organisation's IT email team to allow these email addresses.

- 1 If there are any high security level developments for your chosen travel destination(s), alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).
- 2 Tap on "Other Alerts" to subscribe or unsubscribe to Global News Watch Alerts (daily alerts covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism) and/or Travel News from AIG such as webinars on the latest travel topics.



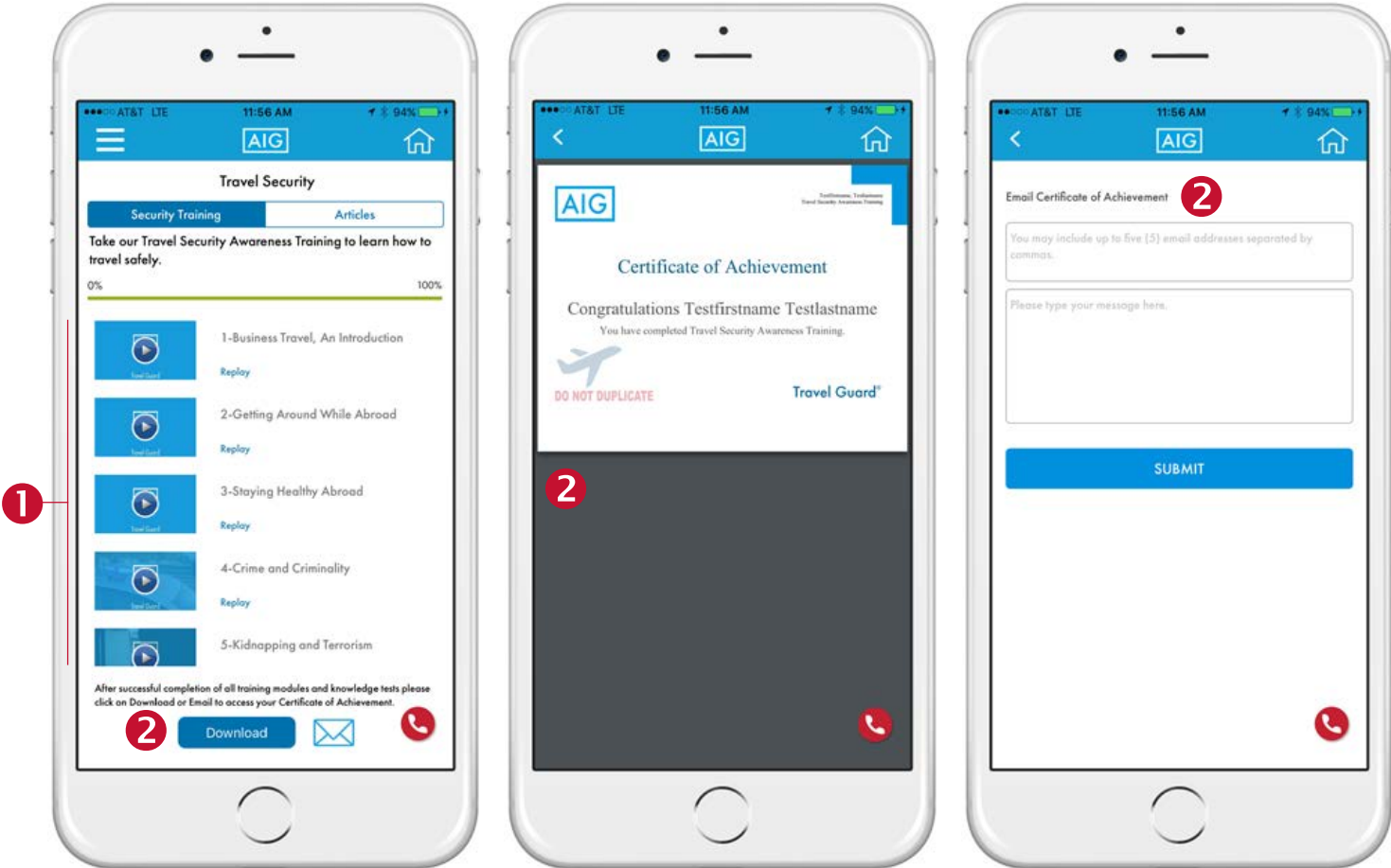


Mobile App

Security Awareness Training Videos

Tap on "Travel Security" from the sidebar menu or home screen and tap on "Security Training." These training videos and knowledge tests can be accessed at your leisure and, once completed, you can email a Certificate of Achievement. This online training provides the tools and information necessary to be an aware, organised and prepared traveller.

- 1 Click on a module to begin training.
- 2 At the end of each training video there will be a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to email the Certificate of Achievement.

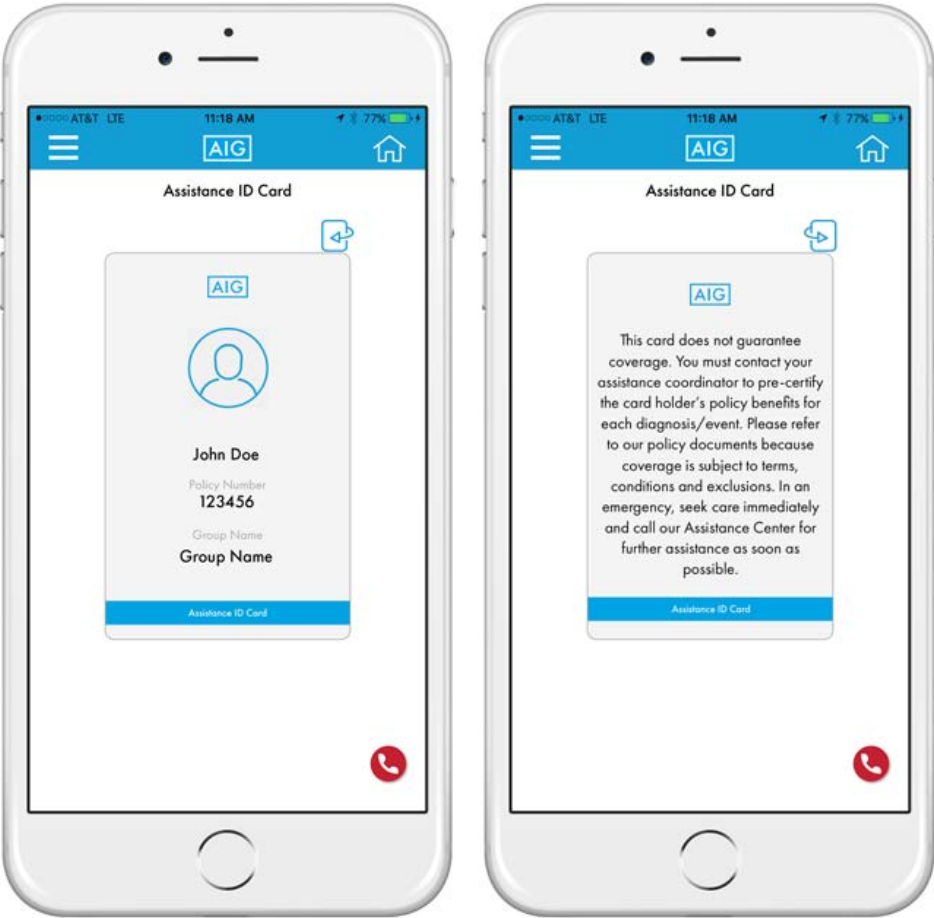




Mobile App

Mobile App Assistance ID Card

Tap on "Assistance ID Card" from the sidebar menu or home screen.

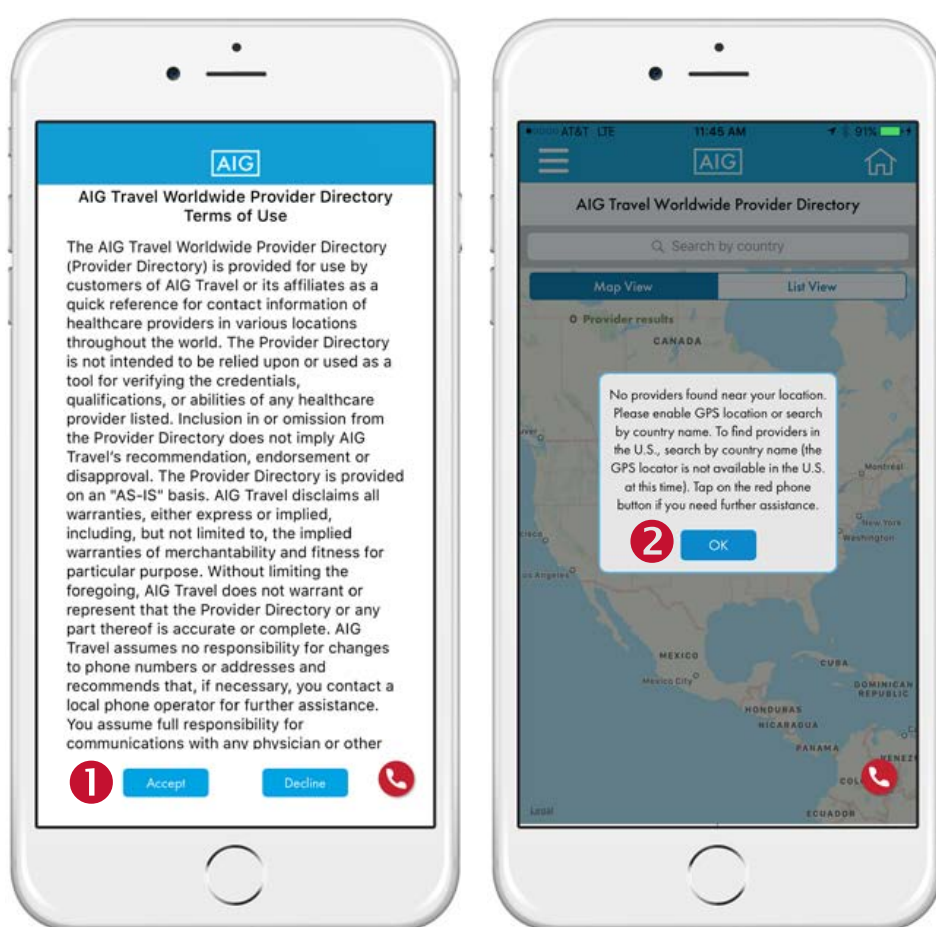




Mobile App

AIG Travel Medical Provider Directory

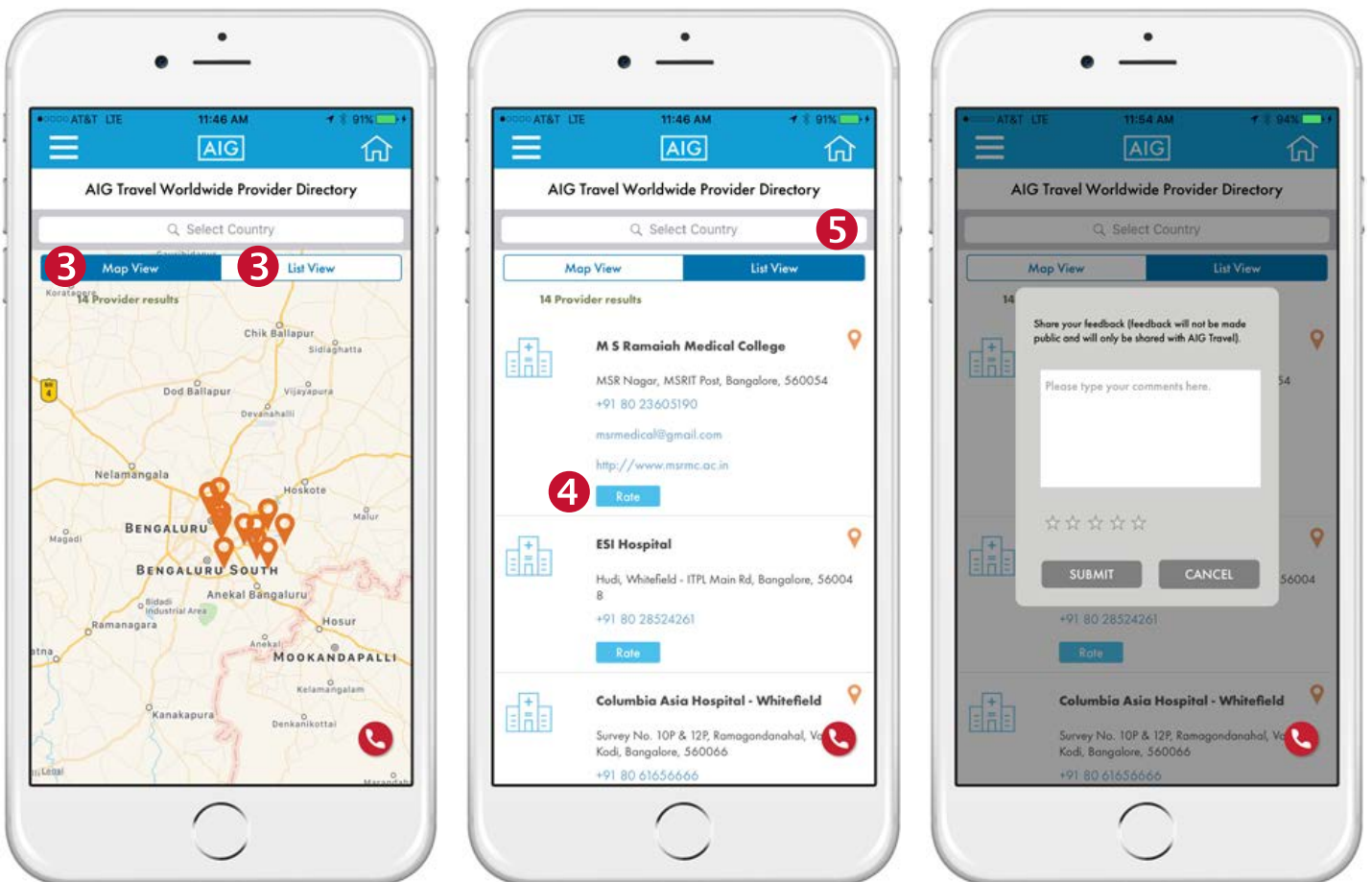
- 1 Tap on "Provider Directory" from the sidebar menu or home screen and accept the Terms of Use.
- 2 On the next screen you will have the option to enable GPS location to find providers near you.



Mobile App

AIG Travel Medical Provider Directory

- 3 You have the option to see a map or list view of the nearest providers.
- 4 After visiting a provider, you have the option to rate and share feedback with the AIG Travel Provider Network Department (feedback will not be made public).
- 5 If you have disabled GPS or are located in the U.S. or if there are no medical providers in the vicinity, you will receive this message "No providers found near your location. Please enable GPS location or search by country name. To find providers in the U.S., search by country name (the GPS locator is not available in the U.S. at this time). Tap on the red phone button if you need further assistance."

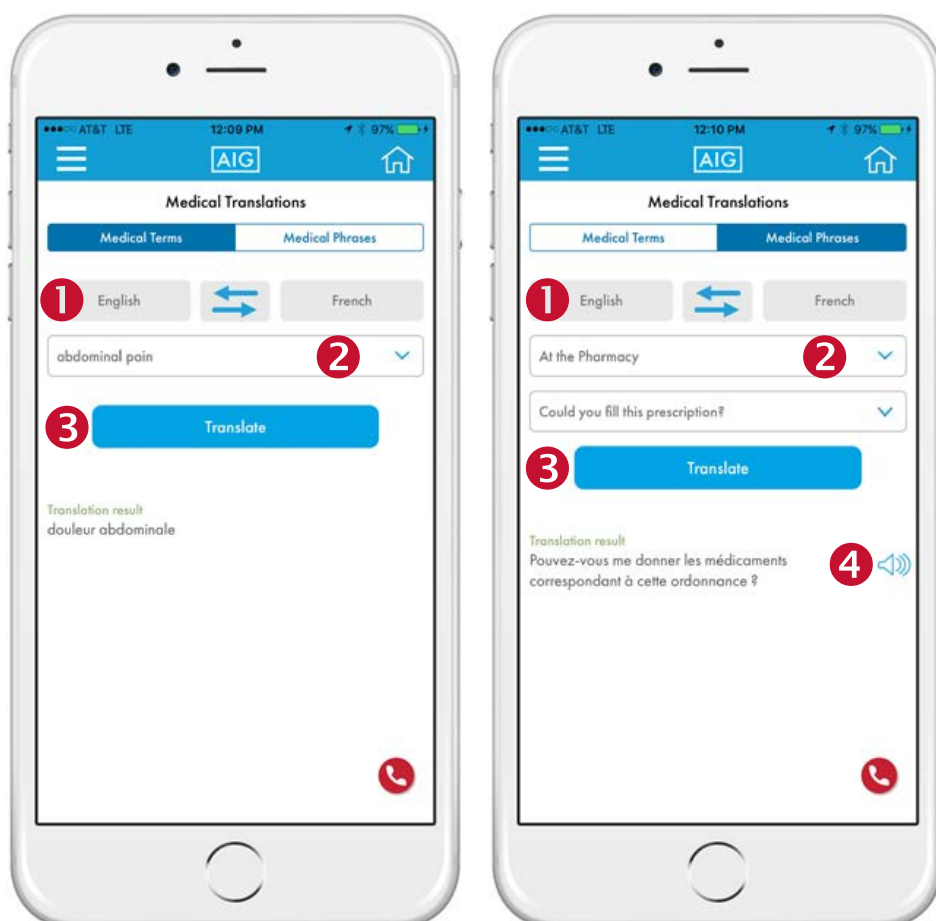




Mobile App

Medical Translations Tool

- 1 Select a native language in the first field, then select a language you are seeking translation for in the next field.
- 2 Search for a medical term or phrase.
- 3 Tap on the "Translate" button.
- 4 Tap on the audio icon to hear the translation.

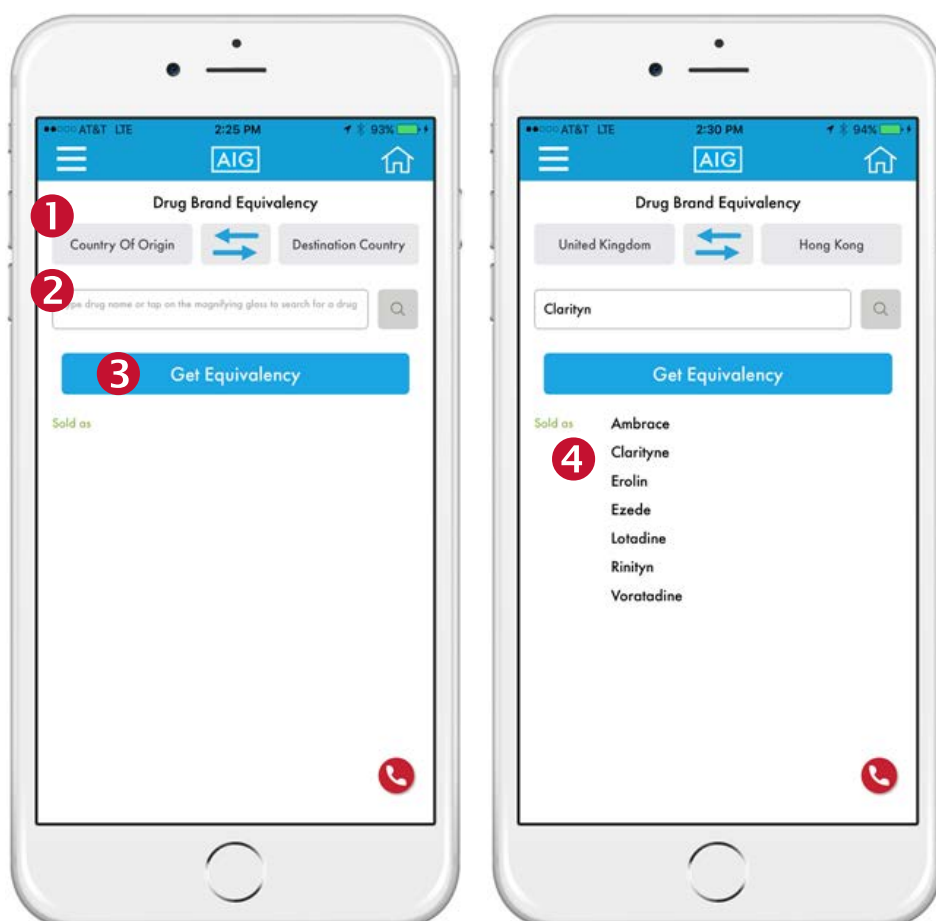




Mobile App

Drug Brand Equivalency Tool

- 1 Select a country of origin in the first field, then select a destination country in the next field.
- 2 Type in the drug brand name or click on the magnifying glass icon to view an alphabetical directory.
- 3 Tap on the "Get Equivalency" button.
- 4 The equivalency will appear underneath "Sold as."



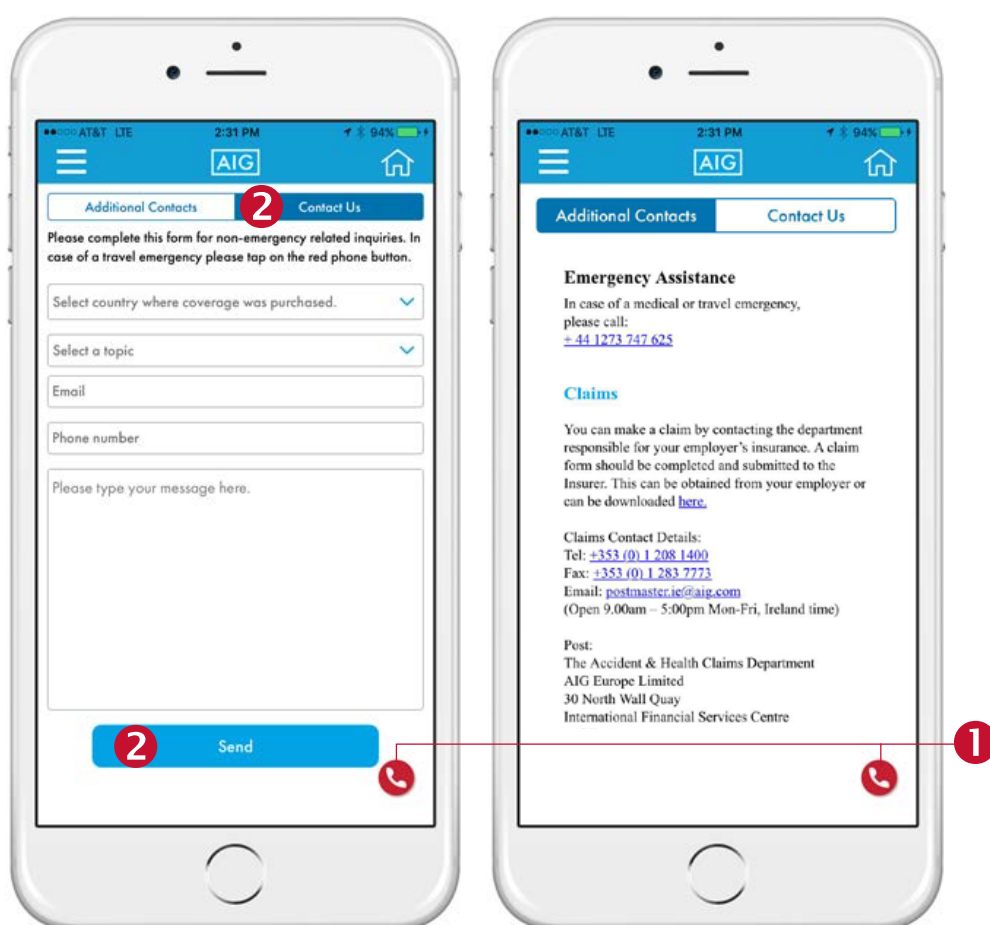


Mobile App

Non-Emergency Contact Form and Additional Contact Details

Tap on "Contact Us" from the home screen or sidebar menu.

- 1 In case of a travel emergency, please tap on the red phone button to be directly connected with your global service centre.
- 2 If you have a non-emergency issue, please complete the form and tap on "Send."



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 us in the App stores.



Navigation and Elements Across Desktop Website

- 1 A utility header appears across the top of all website pages with your name, policy number, assistance phone number, search bar and links to AIG, Contact, FAQ and to Log Out. The AIG logo in the top left corner is clickable and takes you to the home page.
 - After 30 minutes of inactivity the website will immediately log you out.
- 2 The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.
- 3 The footer contains Legal Terms of Use and Privacy links.

1

Welcome John Doe
Policy Number: 123456
Need Assistance? +1 123 456 4567
Search
AIG | CONTACT US | FAQ | LOG OUT

2

Home Profile Alerts Resources Health Security News

3

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[Terms of Use](#) | [Mobile Terms of Use](#) | [Privacy](#) | [FAQ](#) | [Contact Us](#)



Contact Request Form and FAQ

- 1 Review the Frequently Asked Questions (FAQ) page.
- 2 Contact AIG Travel with non-urgent questions on the Contact Request Form. In case of a medical or travel emergency, please call the assistance phone number listed on the website.

The screenshot shows the top navigation bar of the AIG website. On the left is the AIG logo. On the right, there is a user profile section with the text: "Welcome John Doe", "Policy Number: 123456", and "Need Assistance? +1 123 456 4567". Below this is a search bar with the word "Search" inside. At the bottom right of the header are four navigation links: "AIG", "CONTACT US", "FAQ", and "LOG OUT".

The screenshot shows the "Frequently Asked Questions" section. It has a blue header with the text "Frequently Asked Questions" and a sub-header "How do I access these services?". Below the sub-header is a text block: "As a Policyholder you can call us anytime or you can log into our secure member-assistance pages on this website. To ensure a prompt response when calling, please be prepared to provide the following: (a) the name of your employer and your employer's policy number (b) your name, location and country of residence (c) your condition, symptoms or query (d) a telephone number we can contact you on". Below this text is another sub-header "What do I need to register on the member-only assistance website?".

The screenshot shows the "Contact Request Form". It has a blue header with the text "Contact Request Form" and a sub-header "Please complete the form and one of our representatives will respond within 24 hours.". Below the sub-header is a form with several fields: "Choose a topic:" with a dropdown menu showing "- Select -"; "First Name" and "Last Name" text boxes; "Policy Number" and "Email Address" text boxes; "Phone Number" with a dropdown menu showing "-- Select Country --" and a text box; "Country where coverage was purchased" with a dropdown menu showing "--Select--"; and "Question / Comment" with a large text area. At the bottom right of the form is a "SUBMIT" button.

Home Page

The Home page contains a hero carousel with a travel alert ticker and rotating hero banners. You may click on the travel alert ticker for more information. The rotating hero banners contain relevant news and information on website features.



Below the hero carousel are three columns of content information:

- 1 The first column contains the policyholder's name and welcome message, assistance contact information and a PDF version of the assistance ID card.
- 2 The second column contains a list of available assistance services, click on each one to learn about travel assistance benefits and services.
- 3 The third column contains a travel security Global News Watch widget with the latest global security news. Click on text or the arrows within the widget to read more. In addition, a Twitter widget pulls in feeds from AIG, Travel Guard®, World Health Organisation (WHO), Centers for Disease Control (CDC) and other reputable sites.

1 Organisation Name

Welcome to our assistance program. With this membership you now have access to a rich pool of travel health security information that is available whenever you need it.

Assistance in an emergency:
+1 123 456 4567

Find Assistance Now!

[Email us anytime](#)

Print Your Insurance Card:

PRINT NOW

Other useful information:

[Medical Provider Finder](#)
[Latest World News](#)
[Latest Business News](#)
[Google](#)


If you have any general questions please consult the FAQ. Otherwise, please click here to [Contact Us](#) for general questions regarding assistance and the website.

2 Country Reports

Select a country to view report:

If traveling to a country not listed, please [Contact Us](#) to request specific information.

Travel Articles



Security Articles ▼

Health Articles ▼

News Articles ▼

3 Global News Watch

Turkey - 5 Jan 2017 - Assaults detonate explosives outside courthouse in Izmir

Kenya - 5 Jan 2017 - Nairobi government workers issue strike notice for 10 January


Mexico - 5 Jan 2017 - Tensions remain elevated amid ongoing gas demonstrations

Costa Rica - 5 Jan 2017 - Eruptions at Turrialba volcano prompts state of emergency


Bangladesh - 5 Jan 2017 - U.S. Department of State updates Travel Warning

page 1 of 3

Travel: Trending on Twitter

 **FCO travel advice** @FCOtravel

#Philippines there's a possible terror threat to the Black Nazarene procession on 9 Jan; take care in crowded areas [aw.ly/gF8E307KSA6](#)



Profile

The Profile page contains a My Basic Profile sub-page and ID Card sub-page.

My Basic Profile

The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you cannot alter are the policyholder's name and policy number.

ID Card

The ID Card sub-page displays a general online version of assistance ID card information.



Basic Profile
Please complete basic profile information below.

Personal Information ^

Organisation Name: Accident & Health UK	EDIT
Full Name:	Policy Number:
Username (Email Address):	Date of Birth:
Gender:	Occupation:
Address 1:	Country:
Address 2:	State / Province:
Address 3:	City:
Home Phone:	Postal Code / Zip:
Office Phone:	Mobile Phone:

My Alerts v

Member ID Card

Member Name:
Policy Number:

CALL FOR ASSISTANCE
+ 44 1273 747 625

Group Name :

This card does not guarantee coverage. You must contact your assistance coordinator to pre-certify the cardholder's policy benefits for each diagnosis/event. Please refer to our policy documents because coverage is subject to terms, conditions and exclusions. In an emergency, seek care immediately and call our Assistance Center for further assistance as soon as possible.

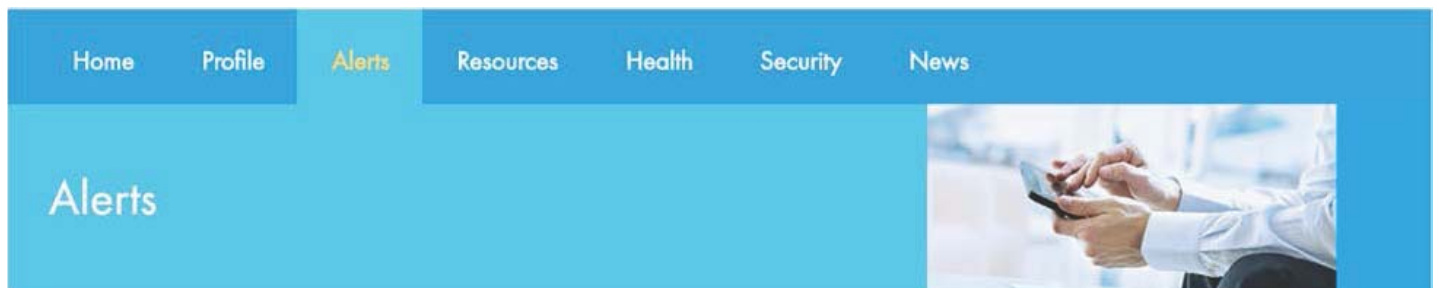
Alerts

The Alerts page allows you to subscribe to various alert options to receive current news and information from the website.

Global News Watch Alerts

Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns and terrorism.

- 1 Click on the "Subscribe" button to receive alerts.
 - You can subscribe or unsubscribe from alerts at any time on this page.



Alerts

You may subscribe to the various alert options below to receive current news and information from our website.

Please [Contact Us](#) if you need any help subscribing to our email alerts.

Global News Watch Alerts

You may subscribe or unsubscribe at any time to the various alert options to receive current news and information from our website.

1 **SUBSCRIBE**

Security Travel Alerts for your trip

▼

Editorial Alerts

▼

Description of Alerts

Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts

Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts

Editorial news from AIG such as case studies, webinars, travel health news and editorial news.



Alerts

Security Travel Alerts

Security Travel Alerts will only be sent if there are security level developments. They consist of:

- Destination Alerts are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.
- Incident Alerts are event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.
- In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from **AIGTravelAlerts@e5.aigdigital.com** and **noreply@salesforce.com**. You may need to contact your organisation's IT email team to allow these email addresses.

Security Travel Alerts for your trip

Subscribe, unsubscribe or modify security travel related alerts.

Travel Destinations:* **1**

Select a travel destination(s) from a picklist.

Choose alert(s):* **2**

Country Alerts: Concise alerts containing high security level developments.

Incident Alerts: Event summaries containing low level security developments.

Travel Date : **3**

Return Date :

If there are any high security level developments for your chosen travel destination(s), Alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).

Alert Delivery:* **4**

Email Alerts

SMS Mobile Alerts

5 **SUBSCRIBE**

SELECT ALL **CANCEL**

To unsubscribe to travel alerts, please select the corresponding check boxes.

Current Subscriptions Search All

FIRST **PREVIOUS** **NEXT** **LAST** Page: 1 of 1 Total Subscriptions:0

Destination	Start Date	Return Date	Alert Delivery	Alert Type
-------------	------------	-------------	----------------	------------

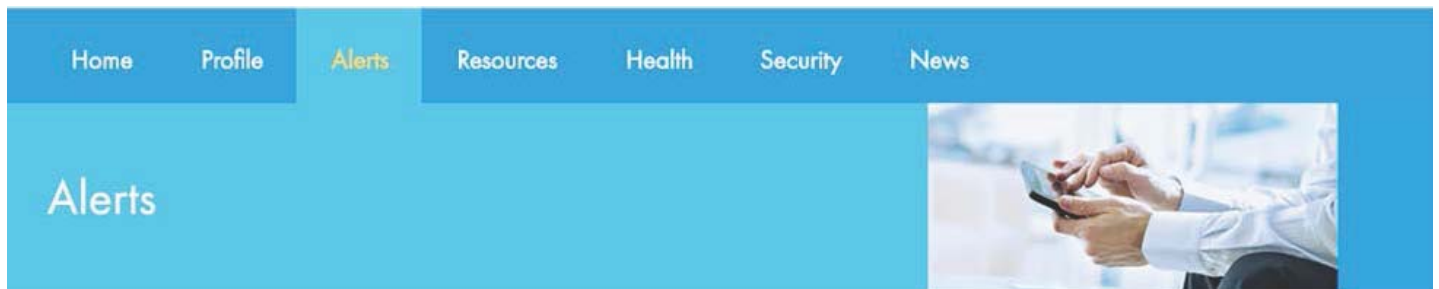
- 1** Select one country or multiple countries within the Travel Destinations picklist. If you wish to subscribe to all countries click on the "Select All" button.
- 2** Choose either a destination alert or incident alert or both within "Choose alert(s)."
- 3** You have the option to input travel dates and if there are any travel incidents you will receive them during the specified dates. If you do not want to input travel dates delete the date fields and alerts will be sent at any time.
- 4** Choose "Email Alerts" and/or "SMS Alerts."
- 5** Click on the "Subscribe" button.
 - You can subscribe or unsubscribe from alerts any time on this page.

Alerts

Editorial Alerts

Editorial Alerts are news from AIG such as case studies, webinars on recent events or health outbreaks, travel health news and editorial news.

- 1 Click on the "Subscribe" button to receive alerts.
 - You can subscribe or unsubscribe from alerts at any time on this page.



Alerts

You may subscribe to the various alert options below to receive current news and information from our website.

Please [Contact Us](#) if you need any help subscribing to our email alerts.

Global News Watch Alerts

Security Travel Alerts for your trip

Editorial Alerts

Subscribe, unsubscribe or modify editorial alerts from AIG such as case studies, webinars and travel health news.

1 SUBSCRIBE

Description of Alerts

Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts

Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts

Editorial news from AIG such as case studies, webinars, travel health news and editorial news.

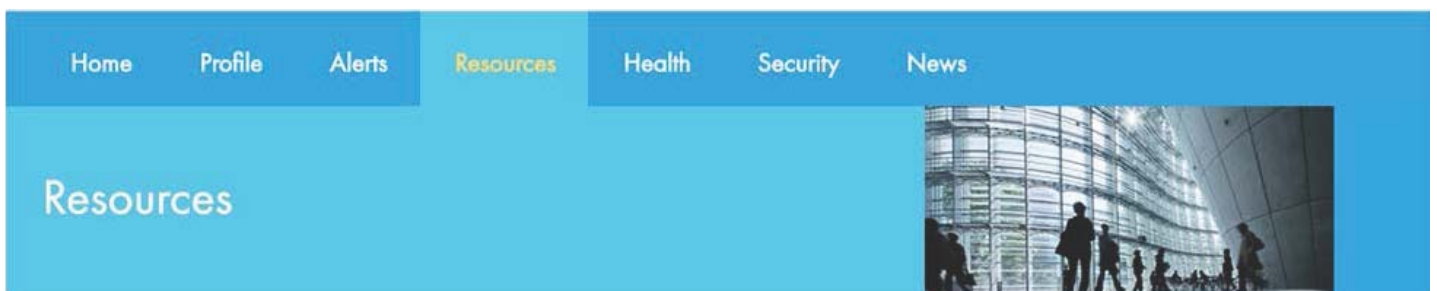
Resources

The Resources page contains on-the-go medical translations, drug brand name guidance, a medical provider directory and resource links.

Medical Translations Tool

The Medical Translations Tool translates common medical terms and phrases into another language in the event you need to explain an ailment during your travels.

- 1 Click on the "Launch Tool" button.



Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

Medical Translations Tool

Need help translating common medical terms and phrases into another language in the event you need to explain an ailment during your travels? View or listen to medical translations.

1 LAUNCH TOOL

Drug Brand Equivalency Tool

Medical Provider Directory

Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Provider Directory (Provider Directory) is provided for use by customers of AIG Travel or its affiliates as a quick reference for contact information of healthcare providers in various locations throughout the world. The Provider Directory is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed. Inclusion in or omission from the Provider Directory does not imply AIG Travel's recommendation, endorsement or disapproval. The Provider Directory is provided on an "AS-IS" basis. AIG Travel disclaims all warranties, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for particular purpose. Without limiting the foregoing, AIG Travel does not warrant or represent that the Provider Directory or any part thereof is accurate or complete. AIG Travel assumes no responsibility for changes to phone numbers or addresses and recommends that, if necessary, you

Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

- [World Health Organization](#)
- [Centers for Disease Control and Prevention](#)
- [Translations](#)
- [Visa & Embassy](#)
- [Wikipedia](#)
- [World Weather](#)
- [Currency Calculator](#)
- [Internation Time](#)
- [World Clock Meeting Planner](#)
- [International Phone Directory](#)
- [International Airports](#)
- [International New York Times](#)
- [International Country Calling Codes](#)
- [Worldwide Holidays and Observances](#)

Member Benefits Assistance

To view all of your member benefits, [Click here](#)

Resources

- 2 Select the medical term you are interested in finding and check the circle next to “Medical Terms” and scroll down to find the term. You may also type in the first letter of a term to see the available options.
- 3 If you are interested in finding a specific medical phrase check the circle next to “Medical Phrases,” select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.
- 4 Select the language for which you are seeking translation in the second column and click on the “Translate” button.
- 5 If you want to reverse the translation click on the “Switch Languages” button.

Medical Translations Tool

1. Select a native language in the dropdown list.
2. If you are interested in finding a medical term, check the circle next to “Medical Terms” and scroll down to find the term. You may also type in the first letter of a term to see the available options.
3. If you are interested in finding a specific medical phrase, check the circle next to “Medical Phrases,” select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.
4. Select the language you are seeking translation in the second column and click on the “Translate” button.
5. If you want to reverse the translation click on the “Switch Languages” button.
6. If you can not find a medical translation, would like to provide feedback or need further assistance please [Contact us](#). Tell us the native language, medical term and/or phrase and final language you can not find or need assistance with.

Medical Translations Tool

From:

Medical Terms Medical Phrases

abdomen

abdominal pain

abrasion

abruptly

absorbent cotton

To:

TRANSLATION:
buik

Resources

Drug Brand Equivalency Tool

The Drug Brand Equivalency Tool contains local country drug brand names in the event you need to look up a specific drug name during your travels.

- 1 Click on the "Launch Tool" button.



Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

- [World Health Organization](#)
- [Centers for Disease Control and Prevention](#)
- [Translations](#)
- [Visa & Embassy](#)
- [Wikipedia](#)
- [World Weather](#)
- [Currency Calculator](#)
- [Internation Time](#)
- [World Clock Meeting Planner](#)
- [International Phone Directory](#)
- [International Airports](#)
- [International New York Times](#)
- [International Country Calling Codes](#)
- [Worldwide Holidays and Observances](#)

Member Benefits Assistance

To view all of your member benefits, [Click here](#)

Medical Translations Tool

Drug Brand Equivalency Tool

Our database contains over 38,000 drug brand names and their equivalent names in the event you need to provide a specific drug name during your travels.

1 LAUNCH TOOL

Medical Provider Directory

Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Provider Directory (Provider Directory) is provided for use by customers of AIG Travel or its affiliates as a quick reference for contact information of healthcare providers in various locations throughout the world. The Provider Directory is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed. Inclusion in or omission from the Provider Directory does not imply AIG Travel's recommendation, endorsement or disapproval. The Provider Directory is provided on an "AS-IS" basis. AIG Travel disclaims all warranties, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for particular purpose. Without limiting the foregoing, AIG Travel does not warrant or represent that the Provider Directory or any part thereof is accurate or complete. AIG Travel assumes no responsibility for changes to phone numbers or addresses and recommends that, if necessary, you contact a local phone operator for further assistance. You assume full responsibility for communications with any physician or other provider you contact through the Provider Directory. AIG Travel in no event shall be liable to you or to anyone for any decision you make or action you take based on information



Resources

- 2 Select a country where you obtained the medical drug from the "Country of Origin" list.
- 3 Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.
- 4 Select the country you are seeking the drug equivalent name from the "Destination Country" list.
- 5 Click on the "Get Equivalency" button.
- 6 Drug brand name equivalency will appear in the "Sold As" box.

Drug Equivalency Guide

- 1. Select a country where you obtained the medical drug from the "Country of Origin" list.
- 2. Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.
- 3. Select the country you are seeking the drug equivalent name from the "Destination Country" list.
- 4. Click on the "Get Equivalency" button.
- 5. Drug brand name equivalency will appear in the "Sold As" box on the right.
- 6. For further assistance please [Contact Us](#).
- 7. If you can not find a Medical Drug please send an email to onlineassistadmin@travelguard.com and type in Subject Line: Medical Drug Tool, include the name of Drug Brand Name at the country of origin, Country of Origin and Destination Country or Countries you are seeking.

Drug Equivalency Guide

2 Country of Origin:

3 Drug Brand Name: 

4 Destination Country:

SOLD AS:
6

5 **GET EQUIVALENCY**

Resources

AIG Travel Medical Provider Directory

The Medical Provider Directory is a quick reference for contact information of healthcare providers in various locations throughout the world. The provider directory is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed. If you would like further information, please contact your assistance centre. In case of medical emergency, please go to the nearest hospital.

1 Click on the "Launch Tool" button.



Resources

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Medical Translations Tool

Drug Brand Equivalency Tool

Medical Provider Directory

Need help finding your nearest medical provider? Medical Provider Finder tool helps you locate your nearest provider with its details.

1

LAUNCH TOOL

Resource Links

The following are some noteworthy resource links for travelers (links to these external websites are not owned or managed by AIG).

[World Health Organization Translation](#)
[Visa & Embassy](#)
[Wikipedia](#)
[World Weather](#)
[Currency Calculator](#)
[International Time](#)
[World Clock Meeting Planner](#)
[International Phone Directory](#)
[International Airports](#)
[International New York Times](#)
[AT&T Direct Access Numbers](#)
[World Holidays](#)

Member Benefits Assistance

To view all of your member benefits, [Click here](#)

Resources

- 2 Enter your destination country to search for medical providers.

The screenshot displays the 'Medical Provider Finder' section of a website. At the top, there is a navigation bar with links for Home, Profile, Alerts, Resources, Health, Security, and News. Below this, the 'Resources' title is prominently displayed. The main content area is titled 'Medical Provider Finder' and features a search bar with 'Casablanca, Morocco' entered. To the right of the search bar are 'Map' and 'Satellite' options. Below the search bar, there are filter options for Hospital, Doctor, Dentist, and Clinic, with a 'Filter' button. The search results show 8 provider results. The first three are listed below:

1. Clinique Achifaa
Rue Lahcen El Arjoune -ex Dalton ang. rue Lavoisier, Casablanca, Morocco, +212 2 2862286
2. Clinique Al Hakim
Casablanca - Anfa, Rue Abou Al Hasan Al Askari, Casablanca, Morocco, 20100 +212 2 2862286
3. Clinique Cardiologique Californie
545 Boulevard Panoramique Californie, Casablanca, Morocco, +212 2 2508080

The right side of the interface shows a map of Casablanca, Morocco, with several red location pins numbered 1 through 8, corresponding to the search results. The map includes labels for various districts like Maârif and Casablanca, and landmarks like Mosquée Hassan II.

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Resources

Resource Links

A directory of resource links for travellers are available to reference (these external websites are not owned or managed by AIG).



Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

- [Medical Translations Tool](#)
- [Drug Brand Equivalency Tool](#)
- [Medical Provider Directory](#)

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Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

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- [Internation Time](#)
- [World Clock Meeting Planner](#)
- [International Phone Directory](#)
- [International Airports](#)
- [International New York Times](#)
- [International Country Calling Codes](#)
- [Worldwide Holidays and Observances](#)

Member Benefits Assistance

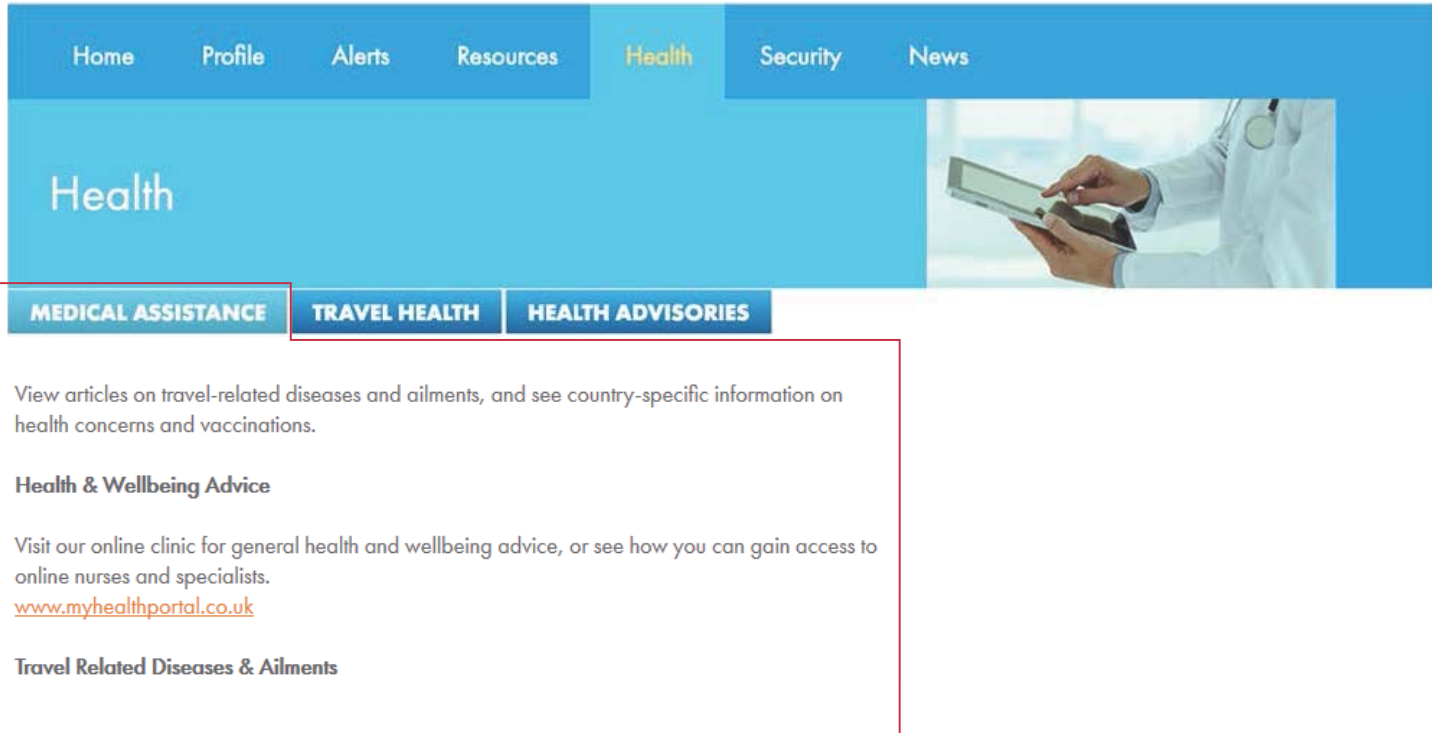
To view all of your member benefits, [Click here](#)

Health

The Health page will help you learn how to stay healthy during travel, as well as research your destination and prepare for trips ahead of time.

Medical Assistance

The Medical Assistance sub-tab explains benefits and services.



The screenshot shows a navigation bar with the following items: Home, Profile, Alerts, Resources, Health (highlighted in yellow), Security, and News. Below the navigation bar is a large blue banner with the word "Health" on the left and an image of a doctor using a tablet on the right. Underneath the banner are three sub-tab buttons: "MEDICAL ASSISTANCE" (highlighted with a red border), "TRAVEL HEALTH", and "HEALTH ADVISORIES".

View articles on travel-related diseases and ailments, and see country-specific information on health concerns and vaccinations.

Health & Wellbeing Advice

Visit our online clinic for general health and wellbeing advice, or see how you can gain access to online nurses and specialists.
www.myhealthportal.co.uk

Travel Related Diseases & Ailments



Health

Travel Health

The Travel Health sub-tab contains personalised travel health profiles, country health reports, disease directory, vaccination information and whitepapers.

- 1 Click on the "Create New" button to answer a brief form. Once you have completed the form a travel health trip profile will automatically appear. You can view or edit saved travel health trip profiles at any time.
- 2 Click on the dropdown under Explore by Country. Select a country you are interested in viewing. You can save, print or email these reports at any time.
- 3 Click on the dropdown under Disease Directory. Select a disease or ailment you are interested in viewing. You can save, print or email these reports at any time.
- 4 Click on any of the whitepaper titles you are interested in viewing. You can save, print or email these reports at any time.
- 5 Click on dropdown under Vaccination Information. Select a country you are interested in viewing. You can save, print or email these reports at any time.

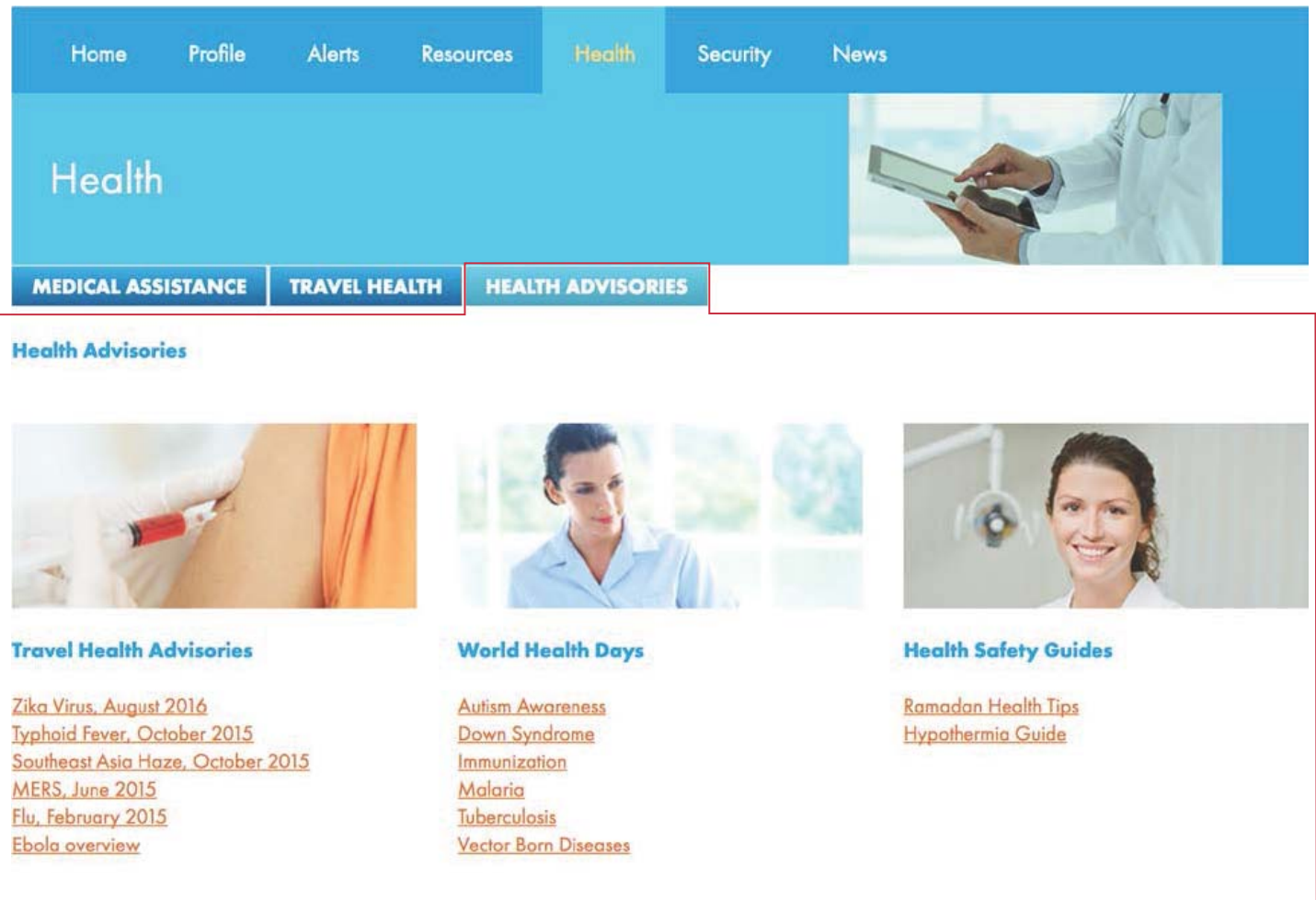
The screenshot shows the 'Health' sub-tab interface. At the top, there is a navigation bar with 'Home', 'Profile', 'Alerts', 'Resources', 'Health' (highlighted), 'Security', and 'News'. Below this is a 'Health' header with a background image of a doctor. A secondary navigation bar contains 'MEDICAL ASSISTANCE', 'TRAVEL HEALTH' (highlighted), and 'HEALTH ADVISORIES'. The main content area is titled 'Travel Health' and is divided into six sections:

- Customised Trip Health Information:** Includes a 'CREATE NEW' button (1) and a 'VIEW / EDIT' button.
- Explore by Country:** Includes a dropdown menu labeled '--Select--' (2) and an 'EXPLORE' button.
- Search for Diseases or Conditions:** Includes a search input field and a 'SEARCH' button (3).
- Travel Health White Papers:** Lists links for 'Yellow Fever', 'Travel Health Tips', 'Meningococcal Meningitis', and 'Measles' (4), with a 'See All Travel Health White Papers' link at the bottom.
- Vaccination Information:** Includes a dropdown menu labeled '--Select--' (5) and a 'GET VACCINE INFORMATION' button.
- Travel Resources:** Lists links for 'Medical Translation Phrases', 'Medical Drug Equivalencies', and 'More...'.

Health

Health Advisories

The Health Advisories sub-tab contains health advisories, webcasts and whitepapers produced by AIG Travel.



The screenshot shows the AIG Travel website's navigation menu with 'Home', 'Profile', 'Alerts', 'Resources', 'Health', 'Security', and 'News'. The 'Health' tab is active. Below the navigation is a 'Health' header with a background image of a doctor using a tablet. A sub-menu highlights 'MEDICAL ASSISTANCE', 'TRAVEL HEALTH', and 'HEALTH ADVISORIES'. The 'Health Advisories' section is expanded, showing three columns of content:

- Travel Health Advisories**
 - [Zika Virus, August 2016](#)
 - [Typhoid Fever, October 2015](#)
 - [Southeast Asia Haze, October 2015](#)
 - [MERS, June 2015](#)
 - [Flu, February 2015](#)
 - [Ebola overview](#)
- World Health Days**
 - [Autism Awareness](#)
 - [Down Syndrome](#)
 - [Immunization](#)
 - [Malaria](#)
 - [Tuberculosis](#)
 - [Vector Born Diseases](#)
- Health Safety Guides**
 - [Ramadan Health Tips](#)
 - [Hypothermia Guide](#)

Security

Security Services

The Security Services page contains in-depth global security information covering a wide range of topics, such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

The Security Services sub-tab explains benefits and services.

Home Profile Alerts Resources Health **Security** News

Security

SECURITY SERVICES COUNTRY REPORTS SECURITY ARTICLES SECURITY VIDEOS

Security Services

AIG Global Security is your trusted source of comprehensive worldwide security assistance. With an unparalleled reputation for a complete array of security solutions, we help our clients minimize the risks to their employees. We leverage existing expertise and resources dedicated to providing top quality and timely intelligence, intervention and evacuation services. You can feel assured that your travelers have the security resources they need anytime, anywhere. With worldwide capabilities, we provide an immediate response for anything from a minor security incident to truly life threatening events.

- Security and safety advisories, global risk analysis and consultation specialist — With AIG, you have 24/7 access to up-to-the-minute security and safety advisories, in-depth global risk analysis by country/ city and specialists for personal consultation.
- Deployment of consultants to extract insured to safety — It's the last thing you want to imagine, but the most serious international security issues may require you be physically extracted from your location. A network of on-the-ground security specialists enables us to pinpoint your location and coordinate your safe extraction if necessary. No place is too remote. We'll get you home.
- Top quality security intelligence — Intelligence analysts leverage a deep network of international contacts in order to gain valuable, organic intelligence.

Online access to up-to-date security information — Our security team monitors global incidents and developments 24/7 and regularly updates the website covering a wide range of topics such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

Security

Country Reports

The Country Reports sub-tab contains reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

- 1 Click on a country from the pick list or type in the first few letters of the country name and click on the "Submit" button.



Security

View articles on travel-related safety general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

Country Reports

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country

Countries and territories

Afghanistan
Albania
Algeria
American Samoa
Andorra

1 **SUBMIT**

If travelling to a country not listed, please [Contact Us](#) to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email houstongsoc@aig.com, and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

Security

Country Reports

The Country Report will load, and you can click on sub tabs to view information on political conditions to cultural factors. A risk indicator, useful links (e.g., maps, public holidays, weather, and electricity voltage) and latest alerts are displayed. You may print or email country reports.

Country Reports

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Countries and territories

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra

SUBMIT

If travelling to a country not listed, please [Contact Us](#) to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email houstonagoc@aig.com, and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

Risk Indicator

Overall	EXTREME
Crime	HIGH
Terrorism	EXTREME
Conflict	EXTREME
Political	EXTREME
Infrastructure	HIGH
Kidnapping	EXTREME
Corruption	EXTREME
Civil Unrest	HIGH
Cyber Issues	MODERATE

Useful Information

- Public holidays
- Weather forecast
- Maps
- Afghan News Network
- Electricity: 220 volts, 50 Hz; for the most commonly used plug types, please [click here](#).

Latest Travel Alerts

- [Afghanistan \(3 Jan\) Large anti-IS protest ongoing in Herat](#)
- [Afghanistan \(2 Jan\) Multiple rockets hit Kabul's International Airport](#)
- [Afghanistan \(14 Dec\) Continued threat to U.S. nationals operating in Afghanistan](#)
- [Afghanistan \(30 Nov\) China rejects Indian media claims of military patrols within border areas of Afghanistan](#)
- [Afghanistan \(21 Nov\) Islamic State claims attack at Kabul mosque](#)

page 1 of 3

Latest Daily News

- [Afghanistan - 3 Jan 2017 - Large anti-IS protest reported in Herat](#)
- [Afghanistan - 2 Jan 2017 - Multiple rockets hit Kabul's International Airport](#)
- [Afghanistan - 14 Dec 2016 - U.S. Embassy in Kabul issues Security Message regarding continued threat to U.S. nationals](#)
- [Afghanistan - 10 Nov 2016 - U.S. Embassy issues Emergency Message on potential attack](#)
- [Afghanistan - 1 Nov 2016 - Suspected Islamic State attack in Jalalabad](#)

page 1 of 3

Afghanistan

[Print](#) | [Email](#)

- OVERVIEW
- POLITICAL CONDITIONS
- SECURITY ISSUES
- TRAVEL LOGISTICS
- CULTURAL FACTORS
- CONTACT DETAILS
- HEALTH ADVISORY

Overview

- AIG Travel Security rates Afghanistan as an EXTREME threat location due to significant risks posed by ongoing conflict conditions, terrorism, political and social instability, civil unrest, crime and kidnapping as well as corruption.

Afghanistan is located in central south Asia and is bordered by Pakistan, Turkmenistan, Iran, Uzbekistan, Tajikistan and China. Afghanistan continues to face increased levels of violence as of 2015 as the country attempts to handle full responsibility of its security affairs in the aftermath of the U.S. and NATO combat forces withdrawal at the end of 2014. The country has struggled with managing ongoing security threats including ongoing conflict conditions, high-level terrorist activity, political and social instability, crime and kidnapping as well as endemic corruption.

There is an EXTREME risk of terrorism stemming primarily from the Taliban – a Sunni militant group of predominantly Pashtun ethnic background – which aims to destabilize the central government and regain administrative control of Afghanistan. Taliban-associated terrorist attacks are frequent occurrences, especially in the capital, Kabul, where such attacks often target vital infrastructure, including government and military buildings, foreign embassies and the airport. The death of Mullah Omar, the founder and leader of the Taliban, has exacerbated tensions in the country. The group has drastically increased attacks since August 2015 during a turbulent transfer of leadership as the group attempts to display its power amongst supporters and in areas under their control. Several other groups have also been involved in terrorist attacks in the country, and most recently the Islamic State (IS) militant group, is reported to have established a presence and carried out attacks in the country.

A weak central government is a primary concern affecting social and political stability in the country. The central government does not have full administrative control over many provincial areas and security and military forces do not have the capacity to properly secure the entirety of the country. Although foreign investment has increased in recent years, internal political struggles, social tensions as well as continued conflict conditions continue to exacerbate security conditions. Foreign troops maintain some presence in the country; however, these play a largely advisory role as the responsibility of actually securing the country falls to the ill-equipped Afghan forces. Such elevated concerns are expected to persist throughout 2015.

The unity government of President Ashraf Ghani and Chief Executive Officer Abdullah Abdullah – formed following successful mediation after the 2014 elections, which saw widespread allegations of voter and electoral fraud - has led the country since September 2014. The government has largely quelled the internal feuds that characterized Afghan politics following the controversial 2014 elections and is attempting to work together; however, instability concerns remain and relations between Ghani and Abdullah are tenuous, and subject to deterioration. Politically motivated civil unrest is a concern in the near future as relations between Ghani and Abdullah may rapidly change and give way to political impasses.

Corruption fuels almost all security matters in the country and as such, it is a major threat to the future development and stability of the country. Corruption affects the political, security and economic development of the country. Since the 2001 U.S. military intervention and the toppling of the former Taliban regime, corruption has significantly increased and has now become deeply entrenched in everyday operations of the government and security and civil services.

Security



Security Articles

The Security Articles sub-tab contains general articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.



News Articles

View articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.



- [Conflict management](#)
- [Home security advice](#)
- [Natural and environmental hazards](#)
- [Protecting your person and property](#)
- [Security advice for women](#)
- [Terrorism and civil threats](#)
- [Travel security advice](#)
- [Vehicle safety and security](#)

Security

Security Awareness Training

The Security Awareness Training videos sub-tab contains online travel safety videos and brief knowledge tests for each one. These videos and knowledge tests can be accessed at your leisure and once completed a Certificate of Achievement will display. This online training provides the tools and information necessary to be an aware, organised and prepared traveller.

- 1 Take a moment to read the user guide.



Security Videos

While travelling for business can be exciting, it can also be full of hidden dangers. Through this training you will learn how to research your destination and prepare for your trip ahead of time. You will also learn how to travel safely once you reach your destination, stay healthy while abroad and avoid becoming a victim of crime. Preparedness is the key to safe travels.

In addition to this training, the Travel Assistance website is specifically designed to help you prepare for business travel. You have full access to in-depth travel health and safety information, including visa and passport requirements, country guides, city reports and pre-travel tips. In the event you experience a problem while travelling, representatives are available 24/7/365 via our helpline to assist with emergency travel assistance, medical and security-related issues.

The Travel Assistance website and these training modules provide the tools and information necessary to be an aware, organised and prepared traveller. In order to complete your Travel Security Awareness Training, you must take the knowledge test located at the end of each training module. The entire set of training modules and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Please also take a moment to read the user guide, accessed by [clicking here](#) > 1

Each security video module must be completely viewed, including quiz completion, to be marked complete. Videos may be viewed in any order.

Overall Percentage 0%

1-Business Travel, An Introduction



Security

Security Awareness Training

- 2 Click on a module to begin training.
- 3 At the end of each training video, you will take a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

1-Business Travel, An Introduction

Module Description
This module gives you a basic understanding of how to prepare for business travel, and your role in staying healthy and safe when traveling abroad. In order to complete your Travel Security Awareness Training, you must view this module in its entirety and take the corresponding knowledge test located at the end of the module.

0% **2** [START TRAINING](#)

2-Getting Around While Abroad

3-Staying Healthy Abroad

4-Crime and Criminality

5-Kidnapping and Terrorism

Certificate of Achievement

Certificate of Achievement

After successful completion of all training modules and knowledge tests please click on "DOWNLOAD" in order to download and/or print your Certificate of Achievement.

3 [EMAIL](#) [DOWNLOAD](#)



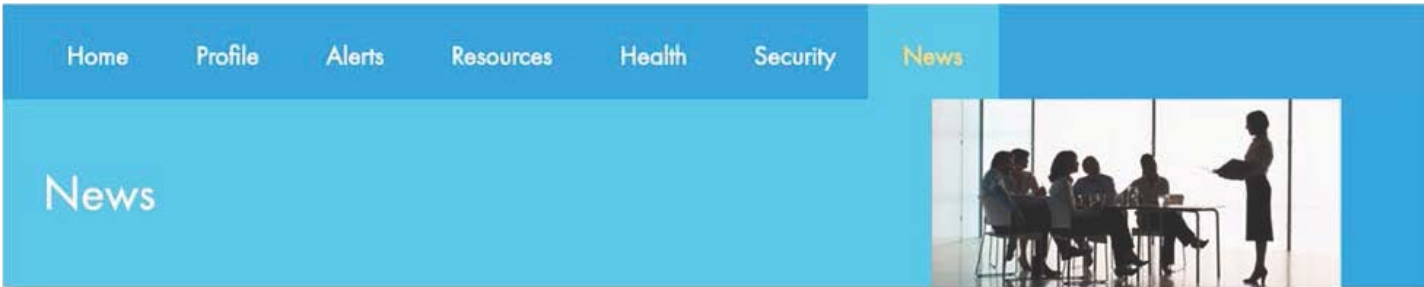
CERTIFICATE OF ACHIEVEMENT
Congratulations John Doe
You have completed Travel Security Awareness Training





News

The News page contains case studies, general travel tips and news worldwide.



News

View articles containing the latest travel tips and tricks and news on interesting destinations worldwide.

- Case Studies**
- [Travel Assistance Cases](#)
- [Security Assistance Cases](#)
- [Medical Assistance Cases](#)
- [Nepal](#)
- [Burkina Faso](#)
- [Explosion in Bangkok](#)
- Travel News**
- Travel Health Advisories**



Travel Guard®

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.

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today we provide a wide range of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services to customers in more than 100 countries and jurisdictions. Our diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: www.linkedin.com/company/aig.

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