

We've got
your back

Note to HR managers: we have created two intranet articles below, which you can tailor to your needs. You may like to complement these articles with attachments from the 'Resources for Your People' section of the website.

Before distributing, please check the insurance cover you have in place and the employees who are insured under your Lifeline Plus policy. If your policy does not cover all employees, you will need to carefully consider how to communicate the policy benefits only to your insured employees. It may not be appropriate to post the information below to an intranet page accessible by all employees.

Intranet article 1

Are you using all of your Lifeline Plus benefits?

Lifeline Plus is a Business Travel insurance policy which can help in the event of an accident or emergency while away on business.

A range of benefits

In addition to emergency travel, medical and security support, Lifeline Plus provides a range of services that can be used any time – not just when making a claim.

Make sure you're aware of what is on offer, so that you can make the most of these services and stay safe while you travel.

- **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** – sign-up to email and SMS alerts so you can keep 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.
- **Concierge assistance** – help with a wide range of requests, from hotel and restaurant reservations to finding an emergency babysitter.
- **Virtual Medical Care: GP Consultation** – round the clock access to GPs for medical advice, prescriptions or specialist referrals.
- **Virtual Medical Care: Expert Case Management** - assessments by leading experts for complex medical cases or second opinions.
- **Geo-fenced check-in** – allow selected contacts know you have arrived safely.
- **Claims** – if you need to make a claim, the online claims notification tool makes it simple.

How to access Lifeline Plus services:

Assistance helpline – call AIG Travel's emergency travel, security and concierge assistance specialists on: +44 (0)1273 552 922.

Travel assistance app – AIG Travel's mobile app puts a wealth of valuable information and support at your fingertips and has a quick-call Help button that immediately connects you to emergency travel, medical and security support. To download the app search 'AIG Travel Assistance App' on the Apple App Store or Google Play.

www.mylifeline.co.uk – Accessible via a desktop computer, tablet or smartphone, AIG's travel assistance website will help you prepare for a trip and support you while you're travelling. To register to use the app or website you will need to know our policy number: [\[insert policy number\]](#).

To register for Virtual Medical Care, visit www.virtualmedicalcare.co.uk (Virtual Medical Care is provided by Teladoc Health).

Any questions relating to cover should be directed to [\[insert who employees should contact for cover queries\]](#). If you have any additional questions, please contact [\[insert name and email address\]](#).

Intranet article 2

Stay safe while you travel

Lifeline Plus is a Business Travel insurance policy which can help in the event of an accident or emergency while away on business. This cover offers a wide range of benefits that you can access before and during business trips abroad.

Support in an emergency

Should events on a business trip take a turn for the worse, you're in safe hands. AIG Travel provides security awareness training, support and up-to-date information, and if you need to get out quickly, they have proven evacuation expertise.

Getting the most out of your trip

AIG Travel's worldwide network of travel specialists provides a wealth of assistance to help trips go smoothly, from hotel and restaurant reservations to directions, appointment reminders and translation services.

Ongoing healthcare support

Virtual Medical Care offers two benefits including GP Consultations for round the clock access to GPs for medical advice, prescriptions or specialist referrals. It also offers Expert Case Management for complex medical cases that require a diagnosis or second opinion from a world-leading expert.

How to access Lifeline Plus services

Assistance helpline – call AIG Travel's emergency travel, security and concierge assistance specialists on: +44 (0)1273 552 922.

Business travel assistance app – AIG Travel's mobile app puts a wealth of valuable information and support at your fingertips and has a quick-call Help button that connects you to emergency travel, medical and security assistance. To download the app search 'AIG Travel Assistance App' on the Apple App Store or Google Play.

www.mylifeline.co.uk – Accessible via a desktop computer, tablet or smartphone, AIG Travel's assistance website will help you prepare for a trip and support you while you're travelling.

To register to use the app or website you will need to know our policy number: [\[insert policy number\]](#).

To register for Virtual Medical Care, visit www.virtualmedicalcare.co.uk (Virtual Medical Care is provided by Teladoc Health).

Any questions relating to cover should be directed to [\[insert who employees should contact for cover queries\]](#). If you have any additional questions, please contact [\[insert name and email address\]](#).



Virtual Medical Care is provided by Teladoc Health. Users of Virtual Medical Care who are insured under insurance products with American International Group UK Limited and its affiliates should be aware that it does not provide and is not responsible for Virtual Medical Care. To the fullest extent permitted by law American International Group UK Limited and its affiliates therefore excludes any and all liability for the contents of Virtual Medical Care, including any errors, omissions or inaccuracy of the content of Virtual Medical Care or any third party websites linked to Virtual Medical Care. American International Group UK Limited does not endorse any third party websites.

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. 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.

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 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.

American International Group, Inc. (AIG) is a leading global insurance organization. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions and other financial services to customers in approximately 70 countries and jurisdictions. These 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. Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) www.twitter.com/AIGinsurance | LinkedIn: www.linkedin.com/company/aig. These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference herein. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries and jurisdictions and coverage is subject to underwriting requirements and actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds. American International Group UK Limited is registered in England: company number 10737370. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register (www.fca.org.uk/register).