

WINNING WITH AIG

Help when it matters most



UK Travel

Today's organisations face a challenging reality - an increasingly global environment where travel requires unprecedented levels of planning and coordination. Whether they have a group of students or volunteers going on an overseas trip or production crews filming at their next site, managing group travel can be daunting. That's why we're here to do the heavy lifting.

We are the only major provider of Accident & Health insurance to have our own assistance company – AIG Travel. We operate out of eight strategically located service centres worldwide, delivering round the clock emergency support for our travellers 365 days a year.

All of our key functions, including assistance, medical, security, operations and claims work under the same roof. Working so closely means that we are able to provide seamless support to our clients – all the way from their initial call for help through to the resolution of their claim.

We think global, act local.

Our global reach extends to over 80 countries and jurisdictions. A worldwide network of multi-lingual medical specialists, security experts and travel specialists and eight 24/7 assistance centres help ensure that travellers are supported anytime, anywhere in the world and with local expertise.

Client Focused

Delivering the right service in the right timescale

Insights and Emerging Risks

AIG CLAIMS

Service Excellence

Benchmark for Quality

Problem Solver of Choice

Technical Leadership

Technical Leadership

- 40+ years' experience in managing the unique risks associated with travel
- Integrated claims and assistance service administration
- Access to a vast network of medical facilities and professionals
- Security team with a broad spectrum of experience
- 100% active, US or UK board certified medical staff
- 40 languages spoken
- Member only assistance website and mobile app

★ Service Excellence

Through our concierge service we aim to give customers a decision on the settlement of their claims for baggage and money losses within a 15 minute telephone conversation.

When dealing with customers in emergency medical situations immediate validation of cover is vital. On-going and immediate support and communication to those in vulnerable positions keeps the customer at the heart of everything we do.

Insights and Emerging Risks

We use the NetPromoter Score (NPS®) and CES survey tools to measure the loyalty and advocacy of our relationships. These tools enable us to understand what our customers want and if we know what they want, we know what to deliver.

We are also focussed on customer complaints – our expectation is to handle 80% of all escalated complaints within 4 weeks and 95% within 8 weeks.

Quotes from our Business Travel Customers:

“Very positive due to professional and accurate assessment and valuation conducted by your team”

“Response was swift and resolution was clear”

“The questions asked were relevant and easy to answer, the clarification process was clear and the payment was fast”

“Everything was dealt with efficiently and the matter was dealt with to my satisfaction”

“Everything was very straight forward”

“Fast, efficient”

“Resolved without any queries”



new advised UK Travel claims in 2021



inbound phone calls answered in 2021



paid out in UK Travel claims in 2021



In house specialist Express, Complex and Major Loss claims adjusters

Specialised Functions

- First Notice of Loss
- Anti-Fraud
- Quality Assurance
- Compliance & Governance
- Management Information
- Cost Containment & Recoveries
- Vendor Management
- Medical team
- Training & Competency
- Assistance Co-ordinators

For more information please contact your local AIG representative or visit aig.com/claims

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. From lost luggage to medical emergency, our 24/7 multilingual assistance team is always just a phone call away. Through our global service centres and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organisation that meets the diverse needs of the leisure and corporate travellers alike. Learn more at www.aig.com/travel or travelguard.com, and follow us on Twitter, Facebook, Instagram and LinkedIn.

American International Group, Inc. (AIG) is a leading global insurance organisation. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in approximately 80 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 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).