

We've got your back

Emails

***Note to HR managers:** we have created three email templates below, which you can tailor to your needs. You may like to complement these emails with attachments from the 'Resources for Your People' section of the Resource Hub website.*

Please ensure you only communicate to employees insured under your policy.

Email 1

Subject: 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.

It also offers a wide range of benefits and services that can be accessed before and during business trips:

- **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 about political instability, civil unrest, disease outbreaks, crime patterns and terrorism.
- **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 UK GPs for medical advice, prescriptions or specialist referrals.
- **Virtual Medical Care: Expert Case Management** – an expert second medical opinion on an existing diagnosis or treatment plan.
- **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.

Learn more and access Lifeline Plus services by downloading the AIG Travel Assistance app from the Apple App Store or Google Play, or visiting www.mylifeline.co.uk. 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 UK).

Any questions relating to cover should be directed to [\[insert who employees should contact for cover queries\]](#).

Email 2

Subject: Make the most of these travel benefits



We emailed you [X] months ago to introduce you to the range of benefits available under our Lifeline Plus Business Travel policy from AIG.

In addition to cover for accidents and emergencies while away on business, it also offers a wide range of benefits and services that can be accessed at any time. We'd like to remind our insured employees about these services and encourage you to make the most of them before and during business trips abroad.

For example, Lifeline Plus Assistance provides extensive **security guidance** in the form of online travel security awareness training modules, destination country and city reports, real-time travel alerts and daily news updates. A geo-fenced check-in tool also allows you to notify selected contacts that you have arrived safely.

They also offer a wide range of useful **concierge services** – so whether you need a hotel in Nairobi, a restaurant reservation in Melbourne or a hire car in Mumbai, let their travel experts do the work for you.

As well as supporting you with medical emergencies, AIG provides access to a non-emergency service **Virtual Medical Care**. Virtual Medical Care offers two benefits including **GP Consultations** for round the clock access to UK GPs for medical advice, prescriptions or specialist referrals. It also offers **Expert Case Management** for an expert second medical opinion on an existing diagnosis or treatment plan.

To find out more download the AIG Travel Assistance app from the Apple App Store or Google Play, or visit www.mylifeline.co.uk. 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 UK).

Any questions relating to cover should be directed to [insert who employees should contact for cover queries].

Email 3

Subject: What to do in a travel emergency



Lifeline Plus is a Business Travel insurance policy from AIG which offers cover for accidents and emergencies while away on business. It also offers a wide range of benefits and services that can be accessed before and during business trips abroad.

Before you go on business trip abroad:

- **Download the AIG Travel Assistance app** from the Apple App Store or Google Play.
- **Register** in the app or on the www.mylifeline.co.uk website.
- **Complete** the travel security awareness training modules in the app or on www.mylifeline.co.uk.
- **Read** about your destination and learn about any special safety, health and travel considerations before you travel.
- **Sign up** to receive real-time travel alerts for your destination so that you can keep informed of any evolving situations that could disrupt your trip.
- **Set up** contacts to receive notifications when you arrive safely via the geo-fenced check-in tool.
- **Read Global News Watch**, a daily roundup of political instability, civil unrest, disease outbreaks, crime patterns and terrorism worldwide.

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

If you have a problem or emergency while you're away

- Call the Lifeline Plus Assistance helpline on +44 (0)1273 552 922 or use the quick-call Help button in the AIG Travel Assistance app.

Any questions relating to cover should be directed to [\[insert who employees should contact for cover queries\]](#).



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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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