

We've got your back

Intranet

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 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.

How to access Lifeline Plus services:

Assistance helpline – call Lifeline Plus emergency travel, security and concierge assistance specialists on: +44 (0)1273 552 922.

Travel assistance app – our 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, the 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 UK).

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. Lifeline Plus Assistance 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

The Lifeline Plus Assistance's worldwide network of travel specialists provide 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 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.

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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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