

## Emergency assistance card

Call +44 (0)1273 552 922  
[www.mylifeline.co.uk](http://www.mylifeline.co.uk)

For claims related queries  
 call +44 (0)345 602 9429

Please write your Lifeline Plus policy number below  
 (available from your Human Resources department or your policy administrator)

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When contacting us, please always provide:

1. the name of your employer and the policy number
2. your name, location and country of residence
3. your condition, symptoms or query
4. a telephone number we can contact you on.

Important: This card has no monetary value and is not a credit card.  
 Fraudulent use of the services may result in legal action.

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## A lifeline if you need one

Lifeline Plus provides insured persons with business travel services, including all-important emergency assistance, and a range of online and telephone based services that can be used at any time – not just when a claim is being made.

Our assistance website provides travellers with in-depth, easy-to-find health and safety information.

All the emergency and assistance services described are subject to the policy cover.



### Services before you leave

#### Security awareness training

Before you travel on business you can access our e-learning security and situation awareness programme. It's simple to access and use and provides practical advice about;

- personal security
- preparation and arrival
- travel health risks
- getting around
- street crime and robbery
- carjacking
- kidnapping
- terrorism and unrest.

#### Country reports

Our country reports provide guidance about relevant issues in virtually every country you are likely to visit. You can create a customised report, which you can print or email to a preferred email address.

#### Emergency document storage\*

You can upload important travel documents and medical details to a secure personal website.

#### Global news watch

Subscribe to email reports each weekday covering; political instability, civil unrest, disease outbreaks, crime patterns and terrorism news, from around the world.

### Services when you're travelling

#### Emergency medical and travel assistance

If you need assistance call our 24/7 emergency helpline on +44 (0)1273 552 922. Our multi-lingual staff have experience dealing with hospitals and clinics worldwide, and are supported by medical consultants and nursing staff, to help you get the most appropriate medical treatment.

#### Other assistance services

- Emergency message relay – to family and business associates
- Lost ticket & baggage location – help with replacement of lost or stolen tickets, passports or travel documents, and location of lost baggage
- Port/airport assistance – we'll liaise with your carrier if you're delayed on the way to your departure point and make onward travel arrangements, if necessary
- Legal referral – to an Embassy, Consulate or other source of legal advice, including an English speaking lawyer.

#### Security travel alerts

An emergency alert service via text or email. Let us have your contact mobile phone number or email address, together with the country you are visiting, and we will send text alerts and emails that will keep you ahead of changing political situations or severe weather conditions which might disrupt your trip.

### Assistance at your fingertips

Download the AIG Business Travel Assistance App

We've developed a mobile app that puts a world of valuable information and assistance in the palm of your hand, 24/7.



Benefits include:

- A quick call Help button connects you to emergency medical and travel assistance
- Claims information and contact details
- Access to our business travel services and assistance website, [www.mylifeline.co.uk](http://www.mylifeline.co.uk)
- Country reports and security advice.

To access any of these services  
and download the app visit:  
[www.mylifeline.co.uk](http://www.mylifeline.co.uk)  
 You will need your employer's  
Lifeline Plus policy number.



To access any of these services and download the app visit:  
**[www.mylifeline.co.uk](http://www.mylifeline.co.uk)**  
You will need your employer's Lifeline Plus policy number.

## Any time services

MyHealthPortal\* – 24/7 remote medical support

MyHealthPortal is an online health clinic providing access to fully trained nurses in the UK via phone, email, SMS, online chat or Skype. You can use the service for medical issues ranging from queries on common health problems, through to getting health information on losing weight, quitting smoking or blood pressure and cholesterol control.

### Medical second opinion\*

Anyone insured under a Lifeline Plus policy (including partners and children) can get a free medical second opinion from a leading specialist, following their initial diagnosis. All new medical conditions diagnosed whilst you are insured are covered.

### Concierge service

Our concierge service provides free information and advice for our insureds at home or abroad: From recommendations for plumbers to details of the nearest restaurant.

## Contact details

Emergency medical and travel assistance 24/7

Tel: +44 (0)1273 552 922

### Money and personal property claims

Tel: +44 (0)20 7359 3433

(Open 8am-6pm Mon-Fri UK time)

### All other claims:

Tel: +44 (0)345 602 9429

+44 (0)20 8253 7401

Fax: +44 (0)20 8253 7569

Email: [claimsuk@aig.com](mailto:claimsuk@aig.com)

(Open 9.15am – 5pm Mon-Fri UK time)

### Post:

The Accident & Health Claims Department,  
AIG UK, The AIG Building,  
2 – 8 Altyre Road, Croydon CR9 2LG

### All other enquiries

Tel: +44 (0)1273 552 922

(Open 24 hours a day, 7 days a week)

## Claims information

You can make a claim by contacting the department responsible for your employer's insurance. A claim form should be completed and submitted to the Insurer. This can be obtained from your employer or can be downloaded from [www.mylifeline.co.uk](http://www.mylifeline.co.uk)

Please note: unless your employer has pre-authorized all claims, payment of a claim will require your employer's authorisation. All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.

### Cover queries

Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance cover.

#### Service providers

Non-insurance benefits which are provided through Travel Guard 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 (AIG) takes every care in selecting business partners to provide the assistance services described in this brochure, AIG cannot accept responsibility for any advice given, or information or assistance provided.

\* These services are provided by third party companies.



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