

### Emergency assistance card

Call +44 (0) 1273 740 984  
**www.mylifeline.co.uk**

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



**LifelinePlus**  
 Group Personal Accident & Travel + Crisis Insurance

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

**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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# LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

## We've got your back

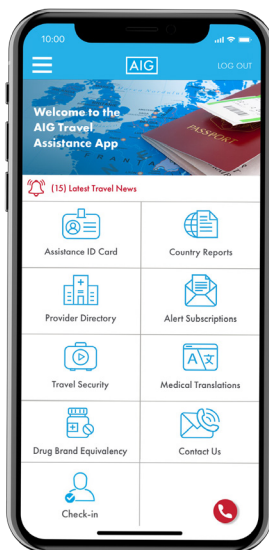
Lifeline Plus is more than just an insurance policy; it's a complete support network for business travellers. In addition to emergency travel, medical and security support, we provide a range of services that can be used any time – not just when making a claim.

You can access these services in a number of ways at any time:

- + Via our mobile app
- + On the travel assistance website **www.mylifeline.co.uk**
- + Or call our assistance helpline **+44 (0)1273 740 984**

### AIG Travel Assistance App

Our mobile app puts a wealth of valuable information at your fingertips and has a quick-call Help button that immediately connects you to emergency travel, medical and security assistance. You can even notify selected contacts when you arrive safely via the geo-fenced check-in tool.



### AIG Travel Assistance Website www.mylifeline.co.uk

Our travel assistance website will help you prepare for a trip and support you while you're travelling. Accessible via a desktop computer, tablet or smartphone, it provides a range of services that will keep you safe and informed while abroad, including:

- 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**  
 An email and SMS alert service to keep you 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.
- Virtual Medical Care\***  
 Round the clock access to GP Consultations for medical advice, prescriptions or specialist referrals via a website, an app or over the phone. Expert Case Management for complex medical cases and second opinions.

# Lifeline Plus Employee Travel Card Pack – WTW



## Travel Assistance Services Access to help and advice

In the event of a medical emergency, unexpected travel problem, security or political issue, we can help. The lists below describe some of the assistance services available to you.

### Emergency medical assistance

From arranging doctor referrals to medical evacuations, we can attend to your medical needs anywhere in the world (excluding Sanction List countries).

- Emergency medical care and support 24/7
- Medical evacuation and repatriation, including via air ambulance
- Guaranteed payment arrangements with our network of medical providers
- Doctor/hospital/dentist/optician referrals and appointments
- Return travel arrangements
- Emergency prescription replacements
- Emergency medical supplies, including replacement glasses and lenses

### Emergency travel assistance

We keep you on the move; our staff are always just a phone call away to solve last-minute travel problems or emergencies.

- Emergency return travel arrangements
- Flight, hotel and hire car bookings
- Port and airport assistance
- Roadside assistance
- Lost baggage returns and replacements
- Guaranteed hotel check-ins
- Help with missed connections
- Extended parking tickets following delays
- Compassionate travel arrangements for relatives
- Legal referrals

### Worldwide travel assistance

Our coordinators will help you make travel arrangements and keep you informed about the latest travel updates.

- Help with lost passports and travel documents
- Emergency cash transfers
- Real-time country information reports
- Updates about travel requirements, including visa and passport requirements
- Updates about travel delays and strikes
- Updates about local health warnings, epidemics, required vaccinations and preventative measures
- Emergency three-way interpreter phone assistance
- Urgent message relays to family, friends and colleagues

### Security support

You can feel safe and secure with our security support services.

- Real-time SMS and email alerts
- Emergency and security evacuations
- Crisis response team for major events

### Concierge services

You can access our personal assistance coordinators 24/7 for a range of requests — large or small.

- Restaurant recommendations and reservations
- Booking taxis
- Tickets to events
- Golfing reservations

**To access these services and download your mobile app visit: [www.mylifeline.co.uk](http://www.mylifeline.co.uk)**

## Contact details

### Emergency medical and travel assistance 24/7:

Tel: +44 (0)1273 740 984

### Money and personal property claims:

Tel: 0344 892 0319 (UK only)

Tel: +44 (0)20 7359 3433 (Worldwide)

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

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

### All other claims:

Tel: +44 (0)34 5602 9429

Email: [claimssuk@aig.com](mailto:claimssuk@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 740 984

(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 AIG. This can be obtained from your employer or can be downloaded from [www.mylifeline.co.uk](http://www.mylifeline.co.uk). Or you can notify us of your claim via the app or website.

Please note: unless your employer has pre-authorised all claims, payment of a claim will require your employer's authorisation.

## Cover queries

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

\*These services are provided by third party companies.

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. 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 AIG UK 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.

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