



# AIG Travel Protect App Download and Setup Guide

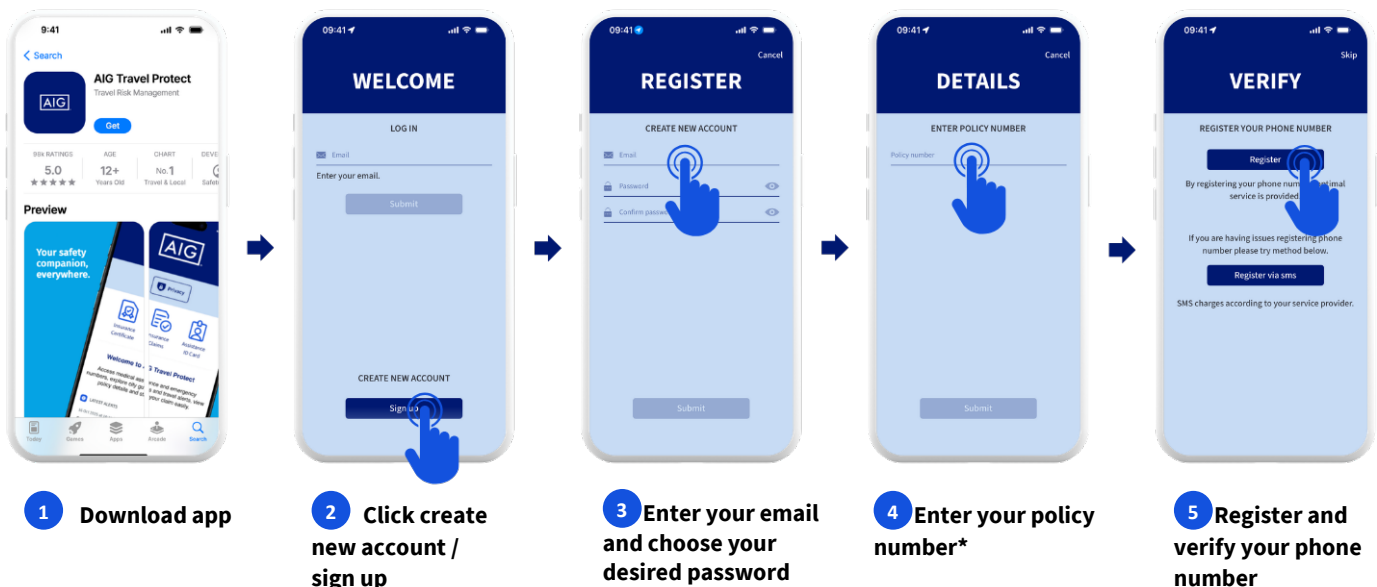
**Helping to keep every journey safe and supported. Looking ahead for you.**

The AIG Travel Protect App is your ultimate companion for helping you stay safe during your travels.

By downloading the app, you gain access to a powerful tool that provides peace of mind, empowers you with real-time safety information, and helps ensure your well-being is never compromised.

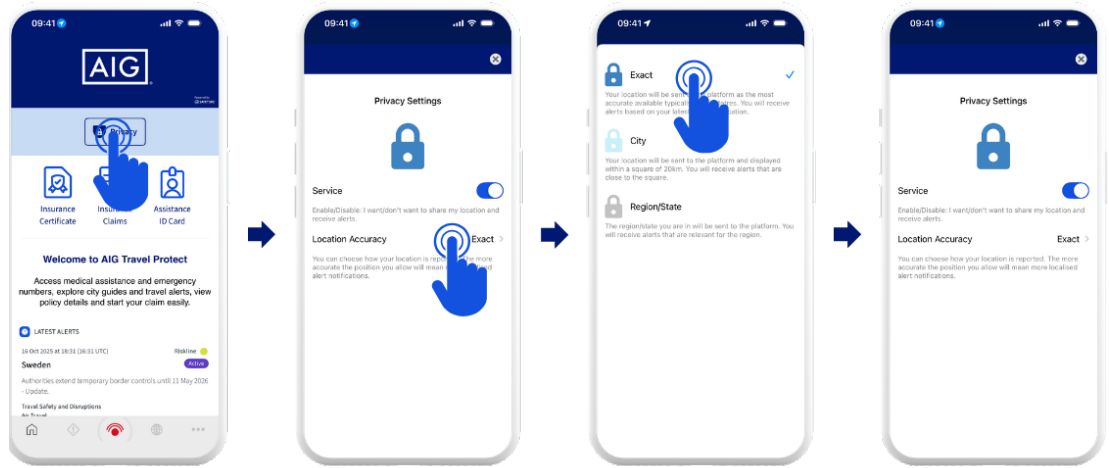


## How To Download & Login



\* Policy numbers should start with 00 and be 10 digits long. If your policy number starts with 'LEA', please remove 'LEA' when entering the policy number. The policy number should not contain spaces.

## How To Change privacy & update location settings



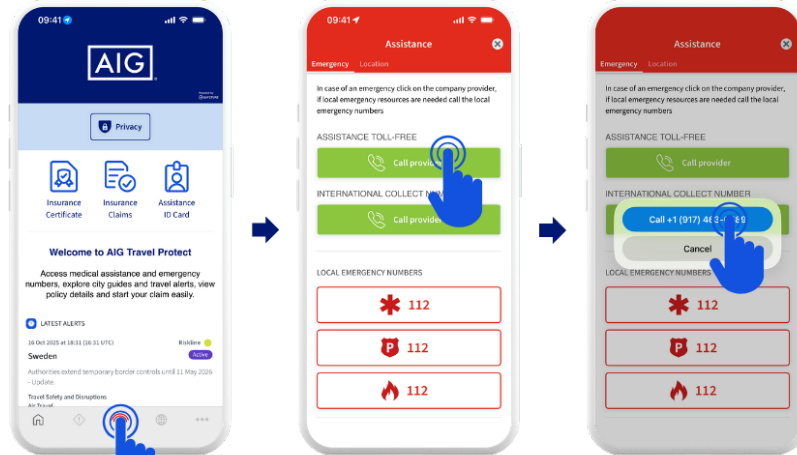
**1** From the home screen, push Privacy at the top

**2** Push Location Accuracy

**3** Select your desired level

**4** Keep service ON

## How To Initiate Emergency Assistance



**1** From the home screen, push the Assistance button

**2** Push one of the assistance buttons

**3** Push the phone number to initiate a call to assistance

## Useful Information

### Change Privacy Settings

To change your privacy, go to “Privacy” on the Welcome page in the app. You can set privacy for exact, city, and region/state. Also, make sure to set your phone’s location to “always allow.”

### Filter Alerts

You can filter what you see on the map in the app’s alerts tab. You’ll always get relevant push notifications based on your location, regardless of risk.

### Battery Usage

The app generally uses about 2% of your battery when in the background during a day.

### No Internet Connection

The app works on both wifi and mobile networks. For the fastest experience we recommend using the app on wifi. Critical functions like the emergency assistance button will always be available.

### App Languages

The app supports system languages and offers machine translation for more languages. You can change this in the app’s settings.

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 document, American International Group UK Limited cannot accept responsibility for any advice given, or information or assistance provided. American International Group, Inc. (NYSE: AIG) is a leading global insurance organization. AIG provides insurance solutions that help businesses and individuals in more than 200 countries and jurisdictions protect their assets and manage risks through AIG operations, licenses and authorizations as well as network partners. For additional information, visit [www.aig.com](http://www.aig.com). This website with additional information about AIG has been provided as a convenience, and the information contained on such website is not incorporated by reference herein. AIG is the marketing name for the worldwide operations of American International Group, Inc. 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](http://www.fca.org.uk/register)).