

# Welcome to AIG Solutions

Below you will find important information about the services your group has provided to you.



## LiveTravel® Emergency Assistance

AIG Solutions keeps you on the move. A unique service that is like having a dedicated around-the-clock travel counselor just a phone call away to solve last-minute travel problems or emergencies.

- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside Assistance
- Rental Vehicle Return
- Guaranteed hotel check-in



## Concierge Services

Your customers receive the comfort, care, and attention of AIG Solutions' personal assistance coordinators available 24/7 to respond to virtually any request — large or small.

- Restaurant referrals and reservations
- Event Ticketing
- Ground transportation coordination
- Golf tee time reservations and referrals
- Wireless device assistance
- Latest worldwide weather and ski reports
- Floral Services
- Private air charter assistance
- Cruise charter assistance
- Latest sports scores
- Find, wrap, and deliver one-of-a-kind gifts
- Movie and theater information
- Latest stock quotes
- Special occasion reminders and gift ideas
- Lottery results
- Local activity recommendations



## Worldwide Travel Assistance

Travel is never a hassle with this complete suite of travel help. Our assistance coordinators will arrange all your travel affairs and are always connected to the latest travel information.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Long-distance calling cards for worldwide telephoning
- Inoculation information
- Embassy or Consulate Referral
- Currency Conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Worldwide public holiday information



## Travel Medical Assistance

From physician referrals to coordination of medical evacuations, we attend to your customers' medical needs anywhere in the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/ vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- Medical evacuation quote
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical Payment Arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement



## Personal Security Assistance

Your customers can feel safe and secure with AIG Solution's Personal Security Assistance at home or while traveling.

### PERSONAL SECURITY:

- Security evacuation assistance
- Immediate 24-hour support services
- Security and safety advisories, global risk analysis and consultation specialist
- Urgent message alert and relay
- Confidential storage of personal and medical profile for use in emergency situations
- On-line security web information

### IDENTITY THEFT:

- Assist Identity theft victim by ordering and reviewing credit bureau records on their behalf
- Investigate financial accounts where identity theft is suspected
- Interact with law enforcement to pursue prosecution of criminals
- Review account activity to identify any suspicious activities
- Review and resolve victim's issues

*\*Identity theft services are not available in New York.*

Please detach and carry with you at all times during the course of your trip.

**AIG Solutions**

**AIG** AIG Companies

GROUP NAME:

POLICY NUMBER:

TOLL-FREE: **800.626.2427**

OVERSEAS COLLECT: **+1 713.267.2525**

The Group named is eligible for certain services as outlined in the Service Agreement and subject to policy terms and conditions.

**AIG Solutions**

**AIG** AIG Companies

LiveTravel® Emergency Assistance  
Concierge Services  
Worldwide Travel Assistance  
Travel Medical Assistance  
Personal Security Assistance

To activate personal security services, please log on to:

**www.aigaandh.com**

Click on "Personal Security"

Enter Policy Number • Create Personal Profile