

TRAVEL GUARD

HOW TO CONTACT TRAVEL GUARD:

Inside the United States and Canada, dial toll free **(877) 305-1966**

Outside the United States and Canada:

- Request an international operator.
- Request the operator to place a collect call to the USA at **(715) 295-9311**
- Email us at assistance@aig.com

WHEN TO CONTACT TRAVEL GUARD:

- If you are 100+ miles from home and require medical assistance or have a medical emergency.
- If you are 100+ miles from home and need assistance with a non-medical situation such as lost luggage, lost documents, legal help, etc.

Information you will need to provide Travel Guard when you call:

- Group Number or School Name
- Nature of your call and/or emergency. Be sure to provide contact information at your current location in the event Travel Guard needs to call you back.

Medical/Travel Assistance Services

All Services are non-insurance services provided by LiveTravel, Inc. All benefits provided are service benefits, not financial benefits, and are not part of a filed insurance policy. LiveTravel, Inc. will help arrange services but any cost associated with securing the benefits or services are at the member's sole expense.

Medical Assistance: From physician referrals to coordination of medical evacuations, we attend to your medical needs with expediency and expert care all over the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacements
- Dispatch of doctor or specialist
- In-patient and out-patient medical case management
- Arrangements of visitor to bedside
- Eyeglasses and corrective lens replacement assistance

Emergency Travel Assistance: Travel Guard keeps you on the move. It's 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
- Missed connections coordination

Worldwide Travel Assistance: Travel may be more hassle-free with this complete suite of travel help.

- Lost Baggage; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretations
- Urgent message relay to family or friends
- Inoculation information
- Currency conversion
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations
- Legal referrals/bail bond assistance

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Personal Security Assistance: You can feel safe and secure with Travel Guard's Personal Security Assistance at home or while traveling.

- Arrange emergency and security evacuations
- Deployment of consultants to extract clients to safety
- Security and safety advisories, global risk analysis and consultation specialist
- Immediate security support
- Collaborate with law enforcement to assist in apprehension and prosecution of victim assailants