



AIG Travel Assistance Website and App Registration Guide



With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication in order to stay safe and secure. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only Travel Assistance Website and App provides travellers with convenient access to in-depth travel, security and health information 24/7/365.

This registration guide contains instructions on how to access the secure Travel Assistance Website and App. If you require additional technical support related to the website or app, please click on "Contact Us" from the website or app and complete the form.

Travel Assistance Website Features

Alerts contain security level developments, such as terror attacks, large-scale demonstrations and protests, major strikes, infrastructure/aviation/weather/health disasters or disruptions, significant threats, government warnings, major elections, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates via email. Also, subscribe to Editorial Travel News alerts for important news such as webinars.

Country Reports, City Guides and Security Advice Reports provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories.

Case Studies help you understand how we assist travellers from minor injuries to life-threatening situations.

Travel Articles share the latest travel tips and news on destinations worldwide.

Assistance ID Card is also available online in the event the physical card is lost or left at home.

Travel Health educates travellers on health-related concerns, precautions and requirements for destinations and ability to create personal travel health profiles.

Medical Translations Tool translates medical terms into multiple languages with ability to listen to the translation.

Drug Brand Equivalency Tool generates drug brand names and their equivalent names for multiple countries.

Worldwide Provider Tool offers 24/7 access to our network of medical providers' contact information, virtually anywhere they may go.

Security Awareness Training provides you with online travel safety videos and knowledge tests provide basic tools and information to be an aware, organised and prepared traveller.

In addition, the comprehensive desktop travel assistance website is mobile-friendly on all smartphone and tablet devices.

Travel Assistance App Features

Available for Apple and Android Smartphones

One Touch 'Help' Button connects travellers directly to emergency assistance.

Assistance ID Card can be accessed via the app in the event the physical card is forgotten or lost.

Country Reports, City Guides and Security Advice Reports provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to favorite reports.

Security Travel Alerts email subscriptions can be managed via the app to obtain security developments that may affect your travel destination(s) (subscribed email subscriptions will be sent to the registered user's email address).

Check-in Feature enables travellers to seamlessly notify contacts of their safe arrivals while traveling.

Location Safety Ratings provided by GeoSure® indicate risk conditions on overall safety, physical harm, women's safety, theft, LGBTQ+ safety, political freedoms, and health for various locations within cities around the world.

Provider Directory contains contact information for healthcare providers in various locations around the world with a map view and ability to turn on GPS and navigate to providers nearby.

Medical Translations Tool translates medical terms into multiple languages with the ability to listen to the translation.

Drug Brand Equivalency Tool generates drug brand names and their equivalent names for multiple countries.

Security Awareness Training online travel safety videos and knowledge tests provide basic tools and information to be an aware, organised and prepared traveller with the ability to email the certificate of completion.

My Trips enables travellers to add upcoming trips with the option to receive country alert emails and view trip advice.

Currency Converter generates daily exchange rates.

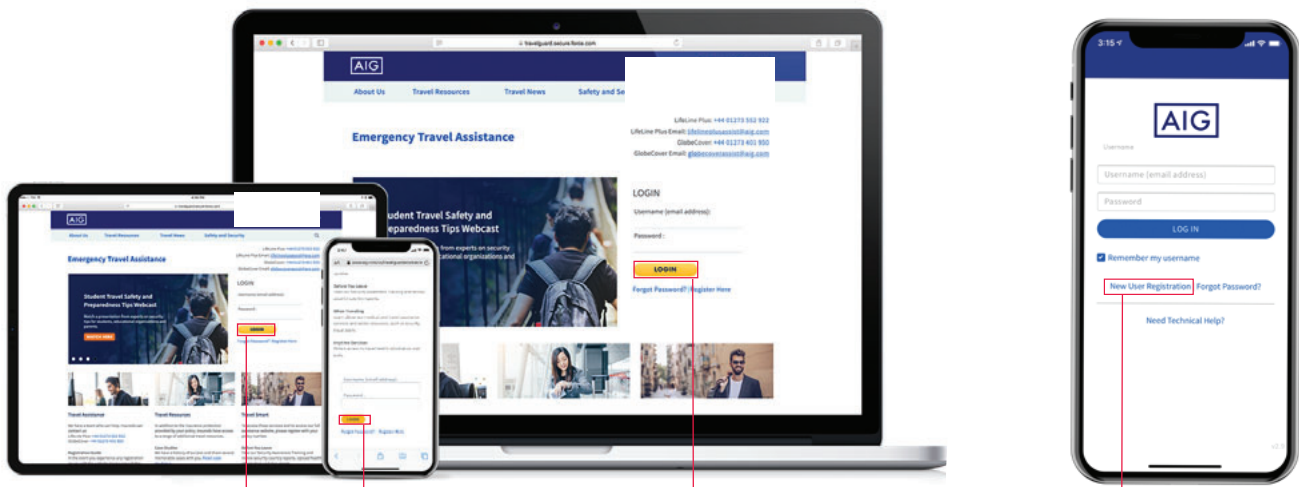
Registration and Login Instructions for New Users on Desktop or Mobile

Once you have completed registration, the same login credentials may be used across all entry points (desktop/mobile site/mobile app).

- 1 To access the full website on your desktop or smartphone/tablet device, visit: www.aig.com.au/travelguardassistance. Visit the Registration Guide section to watch a video tutorial.

OR

To access the mobile app, open your camera app and scan the QR code or go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel (you must be connected to Wi-Fi or cellular network). The app is only available on smartphones – not tablets.

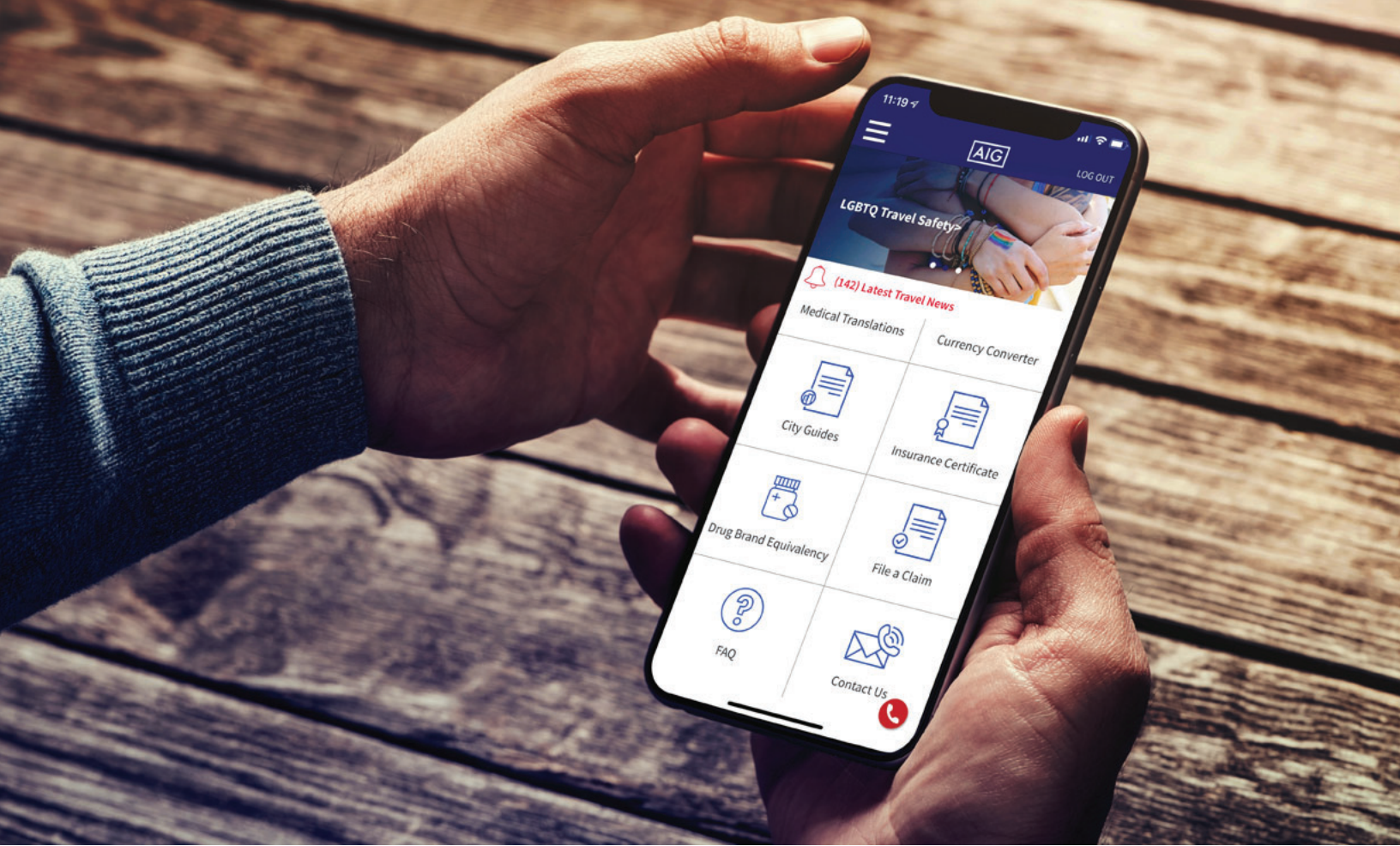


- 1 Register to our website on a desktop, smart phone or tablet web browser OR register on our mobile app.
2. Click on “Register.” From the app tap on “Country where coverage was purchased” and select “Australia.”
3. Provide name, email address (email address serves as your username) and policy number 2600139456 . If you receive a “duplicate email” error please click on “Forgot Your Password” to reset your password.
4. You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assistance website access. After you have successfully logged in and accessed the secure travel assistance website follow the below instructions for mobile access. In the event you do not receive an email please allow emails from noreply@salesforce.com and AIGTravelAlerts@e5.aigdigital.com. You may need to contact your organisation’s IT email team to allow these email addresses.
5. You have the option to set up Touch ID to log in using your fingerprint or Face ID to log in using facial recognition (available only for phones equipped with Touch ID or Face ID).

Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to www.aig.com.au/travelguardassistance on your desktop or smartphone/tablet device and log in with your existing credentials (do not click on “Register.”)

In the event you forgot your password or receive a “duplicate username” message when attempting to log in, please click on the “Forgot Password” link from the login page to reset your password.



A comprehensive website available through multiple digital devices



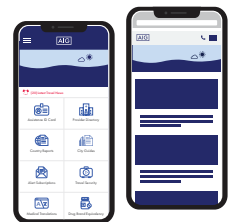
Desktops



Laptops



Tablets



Smartphones
Mobile-Friendly Site and
Smartphone Mobile App



Travel Guard®

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multilingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travellers alike. Learn more at www.aig.com/travel or www.travelguard.com, and follow us on Twitter, Facebook, Instagram and LinkedIn.

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange.

Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) www.twitter.com/AIGinsurance | LinkedIn: www.linkedin.com/company/aig. These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference into this press release.

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. 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.

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