

CONTACT

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HELPFUL INFORMATION TO HAVE AVAILABLE:

- Client name
- Current location
- Situation
- Contact phone number
- Email address
- Secondary point of contact
- Date of birth
- Passport information
- Visa or alien number

If you think you need a security evacuation, please call Travel Guard® Assistance. The security evacuation process is designed to be simple. An assistance coordinator will collect important information, explain the evacuation process and coordinate your assistance plan with our security operations team. If it is determined that an evacuation is necessary, an AIG Travel security operations analyst will coordinate the arrangements. If an evacuation is not necessary, an AIG Travel intelligence analyst will remain involved in the process to monitor local security developments as they pertain to you.

Please find a more details on the process below:



When a client calls Travel Guard® Assistance, the Assistance Coordinator:

- Collects name of the client/traveler/caller, contact details, current location and description of circumstances that have led to the call.
- Notifies the AIG Travel Security team.
- Maintains ongoing communication with client in conjunction with AIG Travel Security staff and/or designated point of contact throughout the case.



The AIG Travel Security Operations Analyst appointed to the case:

- Obtains current security information during consultation with regionally experienced intelligence analysts.
- Completes a security evaluation.
- Determines next steps and necessity of evacuation based on a consultation with security assets on the ground, intelligence analysts, regional security managers and the Travel Security leadership team.
- Identifies an appropriate method of transportation, coordinates with the client to determine an appropriate destination, and establishes a timeline for evacuation, if evacuation is deemed necessary.
- Coordinates evacuation method based upon ground conditions.



If a security evacuation is deemed necessary, the AIG Travel Security Operations Analyst:

- Coordinates travel arrangements based on a consultation with security assets on the ground, intelligence analysts, regional security managers and the leadership team.
- Sources and coordinates operational services based on an established evacuation method, resources in country and ability to meet time requirements.
- Manages security assets, providers and support functions to ensure arrangements are carried out as planned.
- Coordinates all necessary approvals and information pertinent to the evacuation (e.g. government approval, flight arrangements for evacuee and travel companions, passport and visa services, etc.).



If a Security Evacuation is not deemed necessary, the AIG Travel Intelligence Analyst:

- Continues to provide support and 24/7 monitoring of associated developments and trends.
- Regularly issues applicable proprietary security notifications including alerts, incident reports and advisories.
- Provides direct consulting as the situation warrants and/or based on client need.

Every emergency situation is unique and requires emergency specific planning. AIG Travel reserves the right to select what it deems is the appropriate emergency medical evacuation arrangement in case of emergency. Emergency medical evacuation arrangement determinations will be made on a case-by-case basis.

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and global assistance. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at www.aig.com/travel and www.travelguard.com.