

What You Need to Know For Your Trip

With a wide array of travel, medical, security and services, AIG Travel helps millions of travellers solve problems and manage risks worldwide. We provide a full array of services that are available to you from before you begin your trip through to the claims process. Wherever your travels may take you, in the event of a medical emergency, security issue or unexpected travel problem, we are never more than a phone call away.

Before You Go

- Install the AIG Travel Assistance App from the Apple App Store or Android Play Store from your smartphone.
- Tap on "Register" and when you reach "Country where coverage was purchased", select **Australia**.
- Input the required fields and your policy number:

After completing registration you may also access the full website at www.aig.com.au/travelguardassistance and utilise existing login credentials.

- Use the app to call for Travel Guard® Assistance, locate nearby medical providers and leave feedback on your experience. Also, check out the drug brand equivalency tool, medical translation tools and specific country reports.



Contact AIG Travel:

Email: auassistance@aig.com

Call: (03) 9522 4901 / +60 3 2772 5734

Collect/Reverse Charge

1-866 814 3375 Toll-Free within the U.S.A.

Within China: (020) 3210 7866

HELPFUL INFORMATION TO HAVE AVAILABLE:

- | | |
|---|--|
| ▪ Client name | ▪ Email address |
| ▪ Contact phone number | ▪ Date of birth |
| ▪ Current medical facility/physician | ▪ Passport information |
| ▪ Current location | ▪ Details of incident, condition of person(s) needing assistance |
| ▪ Secondary point of contact | |
| ▪ Visa or alien number | |
| ▪ Symptoms and medical reports (if available) | |

Lodging a Claim

Contact CSU Travel

Email: travel@csu.edu.au

While Travelling

When medical assistance is needed, AIG Travel will:

- Make arrangements for the person requiring assistance to receive appropriate medical care.
- Provide medical monitoring assistance during medical care abroad.
- Provide physician/hospital/dental/vision care referral details, when medical attention is required and assist with appointments.
- Assist with emergency prescription replacement while abroad.
- Provide regular updates to an authorized company, school or family representative.
- Coordinate medical evacuation arrangements.

When security assistance is needed, AIG Travel will:

- Connect you with an AIG Travel security team member who will provide advice or coordinate assistance, as required.
- Provide security evacuation assistance, if needed.
- Provide security safety advisories.
- Provide urgent message alerts and relays.
- Provide 24-hour response services to assist employees and their families during an incident, as required.

AIG Travel Assistance also can also assist with:

- Lost/stolen luggage
- Lost or stolen documents
- Embassy and consulate information
- Immunization, visa and passport information
- Emergency cash transfer assistance
- Emergency language interpretation



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 and travel-related services, including medical and security services, marketed to both leisure and business travellers around the globe. Services are provided through a network of wholly owned service centres located in Asia, Europe and the Americas. For additional information, please visit our websites at www.aig.com/travel and www.travelguard.com.

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