



Travel Assistance Website User Guide - AIG Benefit Solutions USA

With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication for effective travel risk management. Some AIG policy holders have access to the member-only Travel Assistance Website, an online resource to stay a step ahead with the latest travel, security and health information. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only website provides travelers with convenient access to in-depth travel information 24/7/365.

This user guide contains instructions on how to navigate the secure Travel Assistance Website. Even if you do not have travel planned any time soon, we highly encourage you to register as soon as possible to become familiar with the online travel resources. If you require additional technical support related to the website, please click on "CONTACT" from the website and complete the form.



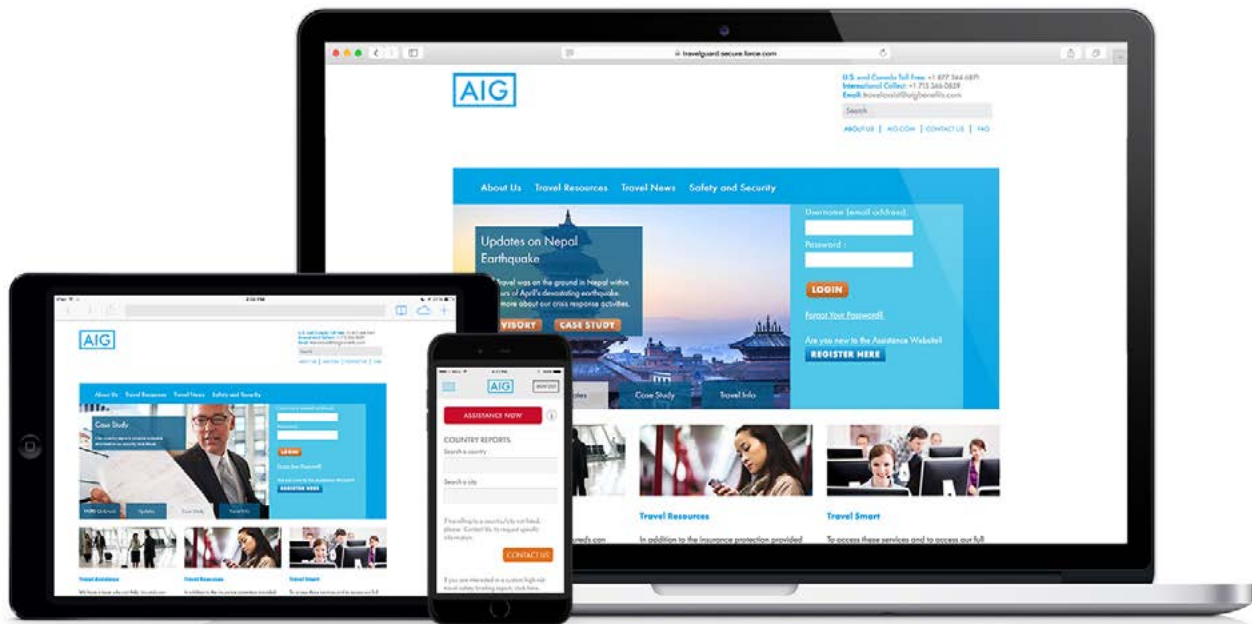


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Main Travel Assistance Website Features

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 in unstable countries, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates.

Country 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 travelers from minor injuries to life-threatening situations.

Travel Articles enable you to read the latest travel tips and news on destinations worldwide.

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

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

Medical Translations Tool translates medical terms and phrases into multiple languages.

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 a traveler may go.

Security Awareness Training provides you with online travel safety videos and knowledge tests to be an aware, organized and prepared traveler.

Mobile App contains a one touch 'help' button connecting travelers directly to emergency travel assistance and some key travel resources. The app is available for Apple and Android. In addition, the full desktop travel assistance site is mobile-friendly on smartphone and tablet devices.

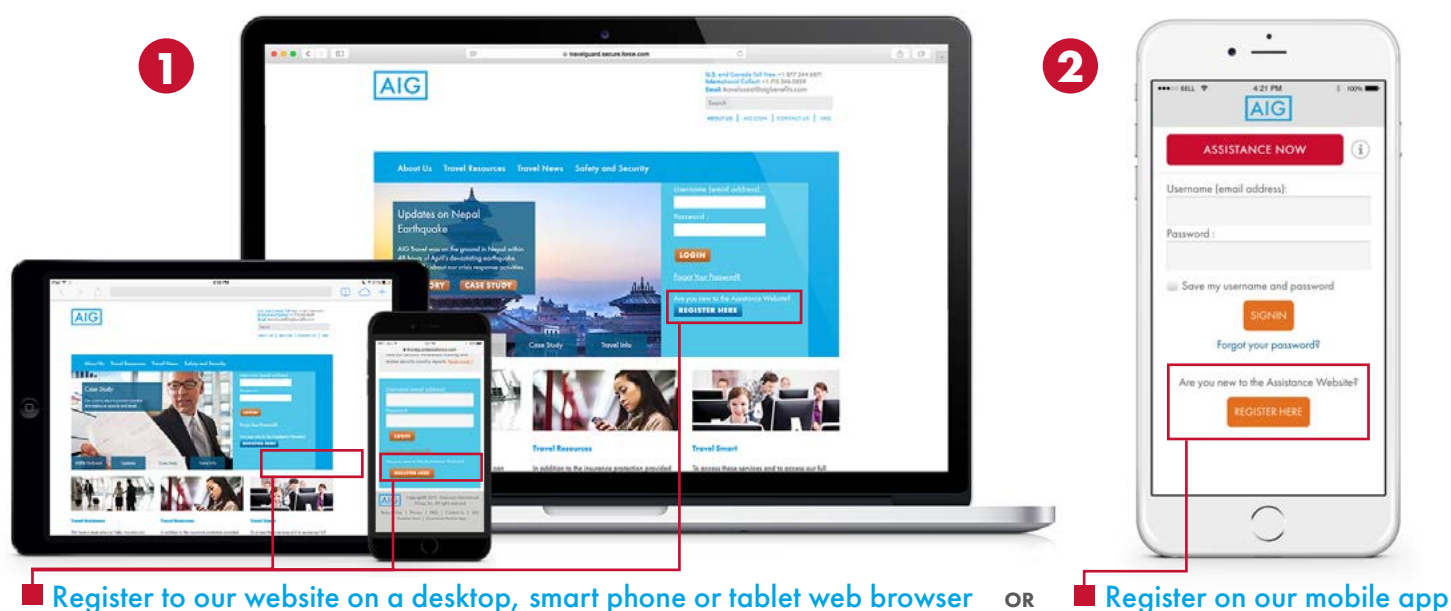
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Registration and Login Instructions

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

Registration Instructions for New Users on Desktop or Mobile

- 1 To access the full website, visit www.aig.com/us/travelguardassistance on your desktop or smartphone/tablet device. Underneath the slideshow, visit the Registration Guide section to view a user video. **OR**
- 2 To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android. *After launching the app, click on the "Register" button, scroll down and tap on "USA AIG Benefit Solutions".* The app is only available on smartphones – not tablets.



2. If you are on the desktop site, click on the "Register Here" button and complete the form fields.
3. Provide name, email address (email address serves as your username) and policy number (if you do not know your policy number please contact your Human Resources or Risk Management Team).
4. You will receive an automated email containing instructions to create a personal password.

Instructions for Existing Users on Desktop or Mobile

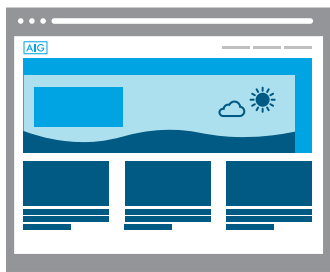
1. To access the full website, go to www.aig.com/us/travelguardassistance on your desktop or smartphone/tablet device and log in with your existing credentials, do not click on the Register button.
2. To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android and log in with your existing credentials, do not click on the Register button. The app is only available on smartphones - not tablets.

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

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Once you have completed registration, the SAME login credentials may be used across all entry points (desktop/mobile site/mobile app). In the event you forgot your password or receive a "duplicate email" message please click on the "Forgot Password" link from the login page. Please log in to the mobile app and learn more about the app's features on the following pages.

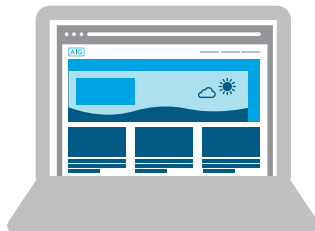
Digital environments for the travel assistance website



A comprehensive website available through multiple digital devices



Desktops



Laptops



Tablets

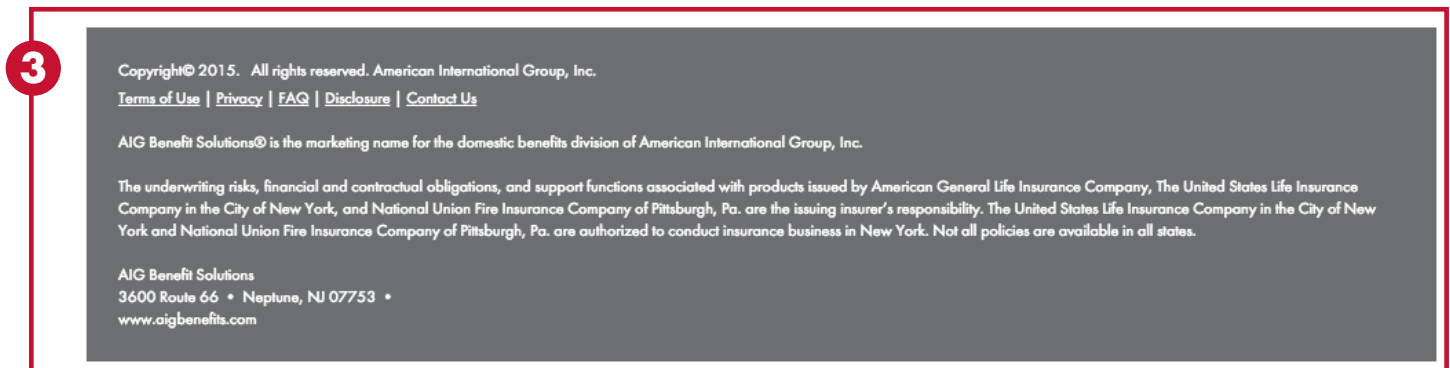


Smartphones
Mobile-Friendly Site and
Smartphone Mobile App

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Navigation and Elements Across Full Website (Desktop or mobile device's internet browser)

- 1 A utility header appears across the top of all website pages with your name, policy number, assistance phone number, search bar and links to AIG, Contact, FAQ and to Log Out. The AIG logo in the top left corner is clickable and takes you to the home page.
 - After 30 minutes of inactivity the website will immediately log you out.
- 2 The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.
- 3 The footer contains Legal Terms of Use and Privacy links.



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Contact Request Form and FAQ

- 4 Review the Frequently Asked Questions (FAQ) page.
- 5 Contact AIG Travel with non-urgent questions on the Contact Request Form. In case of a medical or travel emergency, please call the assistance phone number listed on the website.



Welcome Test 3M
Policy Number 888999
Need Assistance?
Toll Free: +1 800 123 4567
Collect: +1 123 456 4567

Search

[AIG.COM](#) [CONTACT](#) [FAQ](#) [LOG OUT](#)

Frequently Asked Questions

4

What is the role of AIG Travel?

We provide covered travelers with emergency medical and travel assistance, concierge support and other services 24 hours a day - worldwide. One phone call connects you to our network of multilingual specialists for immediate help with medical, personal, and travel problems when away from home.

What do I need to do to use the program?

What if I have pre-trip questions about my travel destination?

Contact Request Form

Please complete the form and one of our representatives will respond within 24 hours.

5

Choose a topic: *

- Select -

First Name *

Last Name *

Policy Number *

Email Address *

Phone Number *

Country where coverage was purchased *

--Select--

Question / Comment *

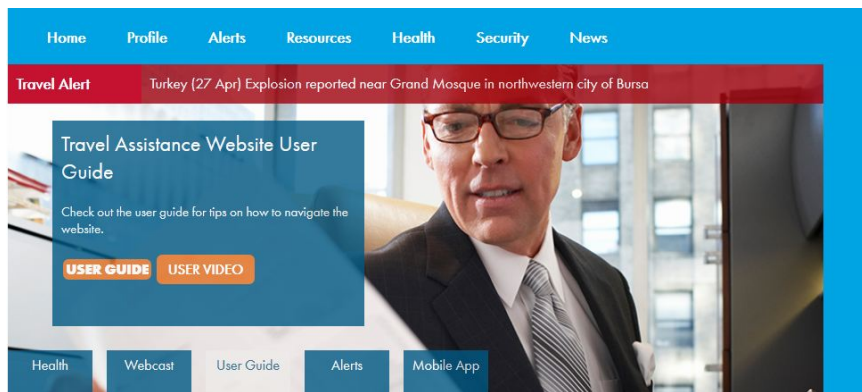
SUBMIT

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Home Page

The home page contains a slideshow with a red travel alert ticker. You may click on the red travel alert ticker for more information. The slideshow contains relevant news and information on website features.

Click on the **User Guide** tab on the slideshow for a website training guide and video.



Below the slideshow are three columns of content information:

- 1 The first column contains organization name and welcome message, and a PDF version of the assistance ID card.
- 2 The second column contains a list of available assistance services; click on each one to learn about travel assistance benefits and services.
- 3 The third column contains a travel security global news watch widget with the latest global security news. Click on text or the arrows within the widget to read more. In addition, a twitter widget pulls in feeds from AIG, Travel Guard®, World Health Organization (WHO), Centers for Disease Control (CDC) and other reputable feeds.

1

Organization Name

Welcome to our assistance program. With this membership you now have access to a rich pool of travel health security information that is available whenever you need it.

Assistance in an emergency:

Toll Free: +1 800 123 4567
Collect: +1 123 456 4567

Find Assistance Now!

Email us anytime

Print Your Insurance Card:

PRINT NOW

Other useful information:

[Medical Provider Finder](#)
[Latest World News](#)
[Latest Business News](#)
[Google](#)

If you have any general questions please consult the FAQ. Otherwise, please click here to [Contact Us](#) for general questions regarding assistance and the website.

2


Destination Reports

Select a country to view report:

Select a country to view report:

If travelling to a country not listed, please [Contact Us](#) to request specific information.

Services



Along with your Travel Guard Business Travel policy coverage, additional services are available to you for your trips.

- [Travel Assistance](#)
- [Medical Assistance](#)
- [Safety and Security](#)
- [VIP Personal Assistance](#)

3

Global News Watch

Greece - 07 Jul 2015 - Capital controls extended until 8 July

China - 07 Jul 2015 - Travel warning issued for Turkey

Pakistan - 07 Jul 2015 - Increased possibility of violent protests in Peshawar


United Kingdom - 07 Jul 2015 - Tube strike planned in London on 8-9 July


Panama - 07 Jul 2015 - Bus operators to strike on 8 July in Panama City


<< < > >> page 1 of 2

Travel: Trending on Twitter

Tweets

 CDC eHealth @CDC_eHealth 1h
Now through July 7th, ICEID is accepting late-breaker abstracts for peer-review. Learn more: [bit.ly/1Gw8m](#)
Expand

 CDC Flu @CDCFlu 1h
Viruses like #flu can spread easily on cruises. If you're headed on a cruise, check out these tips before your trip! [1.usa.gov/1m5NEd](#)
Expand

 CDC @CDCgov 1h
Traveling with the kids this summer? Be sure to use the correct car seat or booster seat for your child #HealthySummer [1.usa.gov/1eymqUm](#)
Expand

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Profile

The profile page contains a My Basic Profile sub-page and ID Card sub-page.

- 1 The My Basic Profile sub-page allows you to optionally edit or add personal information on the desktop or mobile-friendly website from an internet browser (*not from the mobile app*). The only items you can not alter are the organization name and policy number.
- 2 The ID Card sub-page displays a general online version of assistance ID card information.



1

Basic Profile
Please complete basic profile information below.

Personal Information ^

Organization Name	EDIT
Full Name	Policy Number
Email	Date of Birth
Gender	
Address 1	Country
Address 2	State / Province
Address 3	City
Home Phone	Postal Code / Zip
City	Country
Phone	Email
Emergency Contact 2	
First Name	Last Name
Relationship	
City	Country
Phone	Email

My Alerts v

2

Member ID Card

Member Name:	CALL FOR ASSISTANCE U.S. and Canada Toll Free: +1 800 123 4567 International Collect: +1 123 456 4567
Policy Number:	
Group Name:	
Effective Date:	
Expiry Date:	

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Alerts

The alerts page allows you to subscribe to various alert options to receive current news and information from the website.

- 1 Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.
 - a. Click on the "Subscribe" button to receive alerts.
 - b. You can subscribe or unsubscribe from alerts any time on this page.



Alerts

You may subscribe to the various alert options below to receive current news and information from our website.

Please [Contact Us](#) if you need any help subscribing to our email alerts.

1

Global News Watch Alerts

Sign up to receive our daily email, Global News Watch, this provides a snapshot of global security and travel issues in a simple format to keep you abreast of global events.

Subscribe

Security Travel Alerts for your trip

Editorial Alerts

Description of Alerts

Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Destination Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts

Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts

Marketing news from AIG such as case studies, webinars, travel health news and editorial news.

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Alerts

2 Security Travel Alerts consist of:

Security Travel Alerts for your trip

Subscribe, unsubscribe or modify security travel related alerts.

Travel Destination

Select a travel destination(s) from a pick list.

Choose alert(s):

☐ Destination Alerts: Concise alerts containing high security level developments.

☐ Incident Alerts: Event summaries containing low level security developments.

Travel Date
7/9/2015

Return Date
7/9/2015

If there are any high security level developments for your chosen travel destination(s), Alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).

☒ Email Alerts

Subscribe

SELECT ALL COUNTRIES

CANCEL SELECTION

Current Subscription:

PREVIOUS **NEXT** Page: 1 of 1 Total Subscriptions:0

Destination	Start Date	Return Date	Travel Type
-------------	------------	-------------	-------------

- Destination Alerts are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.
 - Incident Alerts are event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.
- Select one country or multiple countries within the Travel Destination picklist. If you wish to subscribe to all countries click on the "Select All Countries" button.
 - Choose either a destination alert or incident alert or both within "Choose alert"
 - You have the option to input travel dates and if there are any travel incidents, you will receive them during the specified dates.
 - If you do not want to input travel dates, delete the date fields and alerts will be sent at any time.
 - Click on the "Subscribe" button.
 - You can subscribe or unsubscribe from alerts any time on this page.

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Alerts

- 3 Editorial Alerts are news from AIG subject experts in the form of insightful case studies, webinars, travel health news and editorial news.
- Click on the "Subscribe" button to receive alerts.
 - You can subscribe or unsubscribe from alerts any time on this page.



Alerts

You may subscribe to the various alert options below to receive current news and information from our website.

Please [Contact Us](#) if you need any help subscribing to our email alerts.

Global News Watch Alerts



Security Travel Alerts for your trip



Editorial Alerts



Subscribe, unsubscribe or modify editorial alerts from AIG such as case studies, webinars, travel health news and editorial news.

Subscribe

Description of Alerts

Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Destination Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

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Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

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Marketing news from AIG such as case studies, webinars, travel health news and editorial news.

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Resources

The resources page contains on-the-go medical translations, drug brand name guidance, a medical provider directory and resource links.

- 1 The medical translations tool translates common medical terms and phrases into another language in the event you need to explain an ailment during your travels.
 - a. Click on the "Launch Tool" button.



Resources

We are proud to offer travel assistance resource tools in the event you need quick information at your fingertips during a medical emergency or while you are preparing for a trip. We currently offer on-the-go medical translations, drug brand name guidance and a medical provider directory.

Medical Translations Tool

Need help translating common medical terms and phrases into another language in the event you need to explain an ailment during your travels? View or listen to medical translations.

LAUNCH TOOL

Drug Brand Equivalency Tool

Medical Provider Directory

Worldwide Provider Directory Terms of Use

The AIG Travel Worldwide Assistance Provider Directory (Provider Directory) is provided for use by customers of AIG Travel or its affiliates as a quick reference for contact information of healthcare providers in various locations throughout the world. The Provider Directory is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed. Inclusion in or omission from the Provider Directory does not imply AIG Travel's recommendation, endorsement or disapproval. The Provider Directory is provided on an "AS-IS" basis. AIG Travel disclaims all warranties, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for particular purpose. Without limiting the foregoing, AIG Travel does not warrant or represent that the Provider Directory or any part thereof is accurate or complete. AIG Travel assumes no responsibility for changes to phone numbers or addresses and recommends that, if necessary, you contact a local phone operator for further assistance. You assume full responsibility for communications with any physician or other provider you contact through the Provider Directory. AIG Travel in no event shall be liable to you or to anyone for any decision you make or action you take based on information provided in the Provider Directory, or for the act or omission of any provider you contact through the Provider Directory. It is not permissible to use, download, republish, sell, duplicate or "scrape" for any commercial or other purpose the Provider Directory or any of the data listings or other information contained therein, in whole or in part, in any medium. If you would like further information, or you do not see your country/city on the list, please [contact us](#). In case of medical emergency, please go to the nearest hospital.

Resource Links

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

[World Health Organization](#)
[Translation](#)
[Visa & Embassy](#)
[Wikipedia](#)
[World Weather](#)
[Currency Calculator](#)
[International Time](#)
[World Clock Meeting Planner](#)
[International Phone Directory](#)
[International Airports](#)
[International Herald Tribune Global News](#)
[AT&T Direct Access Numbers](#)
[World Holidays](#)

Member Benefits Assistance

To view all of your member benefits, [Click Here](#)

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Medical Translations Tool

- b. Select the medical term you are interested in finding and check the circle next to "Medical Terms" and scroll down to find the term. You may also type in the first letter of a term to see the available options.
- c. If you are interested in finding a specific medical phrase check the circle next to "Medical Phrases", select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.
- d. Select the language for which you are seeking translation in the second column and click on the "Translate" button. If you selected "Medical Phrases" a PLAY button also appears so you can hear an audio playback.
- e. If you want to reverse the translation click on the "Switch Languages" button.

1

Medical Translations Tool

1. Select a native language in the dropdown list.
2. If you are interested in finding a medical term, check the circle next to "Medical Terms" and scroll down to find the term. You may also type in the first letter of a term to see the available options.
3. If you are interested in finding a specific medical phrase, check the circle next to "Medical Phrases, select a subcategory and scroll down to find the phrase in the main box. You may also type in the first letter of a term to see the available options.
4. Select the language you are seeking translation in the second column and click on the "Translate" button.
5. If you want to reverse the translation click on the "Switch Languages" button.
6. If you can not find a medical translation, would like to provide feedback or need further assistance please [Contact us](#). Tell us the native language, medical term and/or phrase and final language you can not find or need assistance with.

Medical Translations Tool

From:

--Select--

☒ Medical Terms ☐ Medical Phrases

To:

--Select--

TRANSLATION:

TRANSLATE

SWITCH LANGUAGES

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Drug Brand Equivalency Tool

- 2 The drug brand equivalency tool contains local country drug brand names in the event you need to look up a specific drug name during your travels.
 - a. Click on the "Launch Tool" button.



Resources

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Medical Translations Tool

Drug Brand Equivalency Tool

Our database contains over 38,000 drug brand names and their equivalent names in the event you need to provide a specific drug name during your travels.

LAUNCH TOOL

Medical Provider Directory

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[World Clock Meeting Planner](#)
[International Phone Directory](#)
[International Airports](#)
[International Herald Tribune Global News](#)
[AT&T Direct Access Numbers](#)
[World Holidays](#)

Member Benefits Assistance

To view all of your member benefits, [Click Here](#)

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Drug Brand Equivalency Tool

- b. Select a country where you obtained the medical drug from the "Country of Origin" list.
- c. Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.
- d. Select the country you are seeking the drug equivalent name from the "Destination Country" list.
- e. Click on the "Get Equivalency" button.
- f. Drug brand name equivalency will appear in the "Sold As" box. If "No result" appears, there is no equivalency in the destination country.

2


Drug Equivalency Guide

1. Select a country where you obtained the medical drug from the "Country of Origin" list.
2. Type in the drug brand name or click on the magnifying glass icon to search an alphabetical listing of names.
3. Select the country you are seeking the drug equivalent name from the "Destination Country" list.
4. Click on the "Get Equivalency" button.
5. Drug brand name equivalency will appear in the "Sold As" box on the right.
6. For further assistance please [Contact Us](#).
7. If you can not find a Medical Drug please send an email to onlineassistadmin@travelguard.com and type in Subject Line: Medical Drug Tool, include the name of Drug Brand Name at the country of origin, Country of Origin and Destination Country or Countries you are seeking.

Drug Equivalency Guide



Country of Origin:

- None -

Drug Brand Name: 

Destination Country:

- None -

 Print |  Email

SOLD AS:

GET EQUIVALENCY

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Medical Provider Directory

3 The medical provider directory tool is a quick reference for contact information of healthcare providers in various locations throughout the world. This tool is not intended to be relied upon or used as a tool for verifying the credentials, qualifications, or abilities of any healthcare provider listed. If you would like further information, please contact your assistance center. In case of medical emergency, please go to the nearest hospital and contact your assistance center.

- Click on the "Medical Provider Finder" button.
- Select a continent, country and city to view contact information.



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Medical Translations Tool

Drug Brand Equivalency Tool

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[International Phone Directory](#)
[International Airports](#)
[International Herald Tribune Global News](#)
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Resource Links

- 4 A directory of helpful resource links for travelers are available to reference (these external websites are not owned or managed by AIG).

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To view all of your member benefits, [Click Here](#)

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Travel Health

The health pages will help you learn how to stay healthy during travel, as well as research your destination and prepare for trips ahead of time.

- 1 The medical assistance sub-tab explains benefits and services.



1

From physician referrals to coordination of complex medical evacuations, AIG Travel has in-depth experience providing a wide range of medical monitoring services. For over 30 years, AIG Travel has ensured our travelers' medical needs are met with expediency and expert care, including:

- Making medical evacuation arrangements
- Medical monitoring assistance during medical care abroad
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local governmental procedures
- Providing physician/hospital/dental/vision care referrals when medical attention is required, including assistance with scheduling appointments
- Assistance with emergency prescription replacement while abroad
- Arranging special medical services when required (e.g., oxygen or a wheelchair)

Worldwide Medical Department

AIG Travel has established a wholly owned global medical monitoring team, which enables us to deliver robust medical monitoring for our customers 24 hours a day. Our team includes:

- Physicians board certified in emergency medicine or other specialties
- RNs/paramedics, all with emergency/critical care backgrounds, some with aero-medical experience
- Medical case managers staffed in our wholly-owned, global Assistance centers

Worldwide Network Provider capabilities include:

- More than 650,000 worldwide preferred providers
- Specific networks, such as Global Doctors and UHI
- 300+ air ambulance companies
- On-staff travel specialists to assist companions and families with full-service travel expertise

While AIG Travel has wholly owned medical monitoring staff, we do not own clinics/hospitals. We coordinate with medical facilities worldwide to provide the most appropriate care for your employees.

Travel Assistance Website User Guide - AIG Benefit Solutions USA

Travel Health

- 2** The travel health sub-tab contains personalized travel health profiles, country health reports, disease directory, vaccination information and whitepapers.
- a** Click on the “Create New” button to answer a brief form. Once you have completed the form a travel health trip profile will automatically appear. You can view or edit saved travel health trip profiles at any time.
 - b** Click on the dropdown under Explore by Country. Select a country you are interested in viewing health information on. You can save, print or email these reports at any time.
 - c** Click on the dropdown under Disease Directory. Select a disease or ailment you are interested in viewing. You can save, print or email these reports at any time.
 - d** Click on any of the whitepaper titles to view in-depth health reports on various topics. You can save, print or email these reports at any time.
 - e** Click on the dropdown under Vaccination Information and select a country you are interested in viewing. You can save, print or email these reports at any time.

2

a

b

c

d

e

Home Profile Alerts Resources **Health** Security News

Travel Health

MEDICAL ASSISTANCE **TRAVEL HEALTH** HEALTH ADVISORIES

Travel Health

Customized Trip Health Information

Create a New Trip Profile

CREATE NEW

View or Edit a saved Trip Profile

- None -

View / Edit

Explore by Country

Select a country from the list below for travel health information.

--Select--

EXPLORE

Search for Diseases or Conditions

Type in the name of the disease, ailment or condition and select from the list.

Search

Travel Health White Papers

Read our travel health whitepapers.

[Pandemic](#)

[Altitude Sickness](#)

[See All Travel Health White Papers](#)

Vaccination Information

Select a country to learn more about recommended and required vaccinations.

--Select--

Get Vaccine Information

Travel Resources

[Medical Translation Phrases](#)

[Medical Drug Equivalencies](#)

[More...](#)

Travel Assistance Website User Guide - AIG Benefit Solutions USA

Health Advisories

- 3 The Health Advisories sub-tab contains health advisories, webcasts and whitepapers produced by AIG Travel subject matter experts.

The screenshot shows the 'Travel Health' section of the website. The top navigation bar includes 'Home', 'Profile', 'Alerts', 'Resources', 'Health' (highlighted), 'Security', and 'News'. Below this is a 'Travel Health' header with a background image of a doctor. A secondary navigation bar contains 'MEDICAL ASSISTANCE', 'TRAVEL HEALTH', and 'HEALTH ADVISORIES' (highlighted). The 'Health Advisories' section is divided into three columns: 'Travel Health Advisories', 'World Health Days', and 'Webcast Recordings'. Each column has a header image and a list of links.

Health Advisories

Travel Health Advisories

- [Ebola, January 2015](#)
- [Ebola, July 2014](#)
- [Chikungunya Fever, June 2014](#)
- [Polio, June 2014](#)
- [Malaria, June 2014](#)
- [MERS, May 2014](#)
- [H7N9, February 2014](#)

World Health Days

- [Autism Awareness](#)
- [Down Syndrome](#)
- [Immunization](#)
- [Malaria](#)
- [Tuberculosis](#)
- [Vector Born Diseases](#)

Webcast Recordings

- [Update on Ebola, August 2014](#)

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Security Services

The security page contains in-depth global security information covering a wide range of topics such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

- 1 The Security Services sub-tab explains assistance benefits and services.



1

Security Services

AIG Global Security is your trusted source of comprehensive worldwide security assistance. With an unparalleled reputation for a complete array of security solutions, we help our clients minimize the risks to their employees. We leverage existing expertise and resources dedicated to providing top quality and timely intelligence, intervention and evacuation services. You can feel assured that your travelers have the security resources they need anytime, anywhere. With worldwide capabilities, we provide an immediate response for anything from a minor security incident to truly life threatening events.

- Security and safety advisories, global risk analysis and consultation specialist ? With AIG, you have 24/7 access to up-to-the-minute security and safety advisories, in-depth global risk analysis by country/ city and specialists for personal consultation.
- Deployment of consultants to extract insured to safety ? It's the last thing you want to imagine, but the most serious international security issues may require you be physically extracted from your location. A network of on-the-ground security specialists enables us to pinpoint your location and coordinate your safe extraction if necessary. No place is too remote. We'll get you home.
- Top quality security intelligence ? Intelligence analysts leverage a deep network of international contacts in order to gain valuable, organic intelligence.

Online access to up-to-date security information ? Our security team monitors global incidents and developments 24/7 and regularly updates the website covering a wide range of topics such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

Travel Assistance Website User Guide - AIG Benefit Solutions USA

Security Country Reports

- 2 The Country Reports sub-tab contains reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.
 - a. Click on a country from the pick-list or type in the first few letters of the country name until it appears from the pick-list and click on the "Submit" button.



- 2 **Security**
View articles on travel-related safety general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

Country Reports

Search for particular countries and/ or cities to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country

Countries and territories

Afghanistan

Albania

Algeria

American Samoa

Andorra

SUBMIT

If travelling to a country/city not listed, please [Contact Us](#) to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email houston@soc@aig.com, and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

Travel Assistance Website User Guide - AIG Benefit Solutions USA

Security Country Reports

Country Reports

Search for particular countries and/or cities to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country:

Countries and territories
Argentina, ARG
Armenia, ARM
Aruba, ABW
Ascension Island, SHN

SUBMIT

If travelling to a country/city not listed, please [contact us](#) to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email houston@soc@aig.com, and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

Argentina

[Print](#) | [Email](#)

OVERVIEW | POLITICAL CONDITIONS | SECURITY ISSUES | TRAVEL LOGISTICS | CULTURAL FACTORS | CONTACT DETAILS | HEALTH ADVISORY

Overview

- AIG Global Security rates Argentina as a MODERATE threat destination due to the risks posed by crime and kidnapping.

Argentina, along with Chile, Paraguay, Uruguay and southwestern Brazil, make up the Southern Cone geographical region of South America. Argentina is geographically the eighth-largest country in the world and hosts a population of 41 million people. Its capital city, Buenos Aires, is located along its southeastern coast; other prominent urban centers include Córdoba, Mendoza and Rosario. Although it is part of the G-20 and considered a regional middle power, its current political, economic and social situation has halted growth and credibility.

The country is rated as a medium risk destination due to significant but medium rates of crime and kidnapping, while regular instances of civil unrest and a small but significant terrorist threat are further security concerns. Both petty and violent crimes are particularly prevalent in Argentina's major cities, including Buenos Aires, Córdoba, Mendoza and Rosario, and while levels are lower in other parts of the country, the threat of crime is present throughout Argentina. There are also high levels of kidnap for ransom and express kidnapping in Argentina, with the risk considered higher in provincial capitals.

As of 2015, the country is experiencing hardships comparable to the ones experienced during the 2001 collapse of the country's economy which included shortages and the decrease of currency value. President Cristina Fernandez de Kirchner is head of state and a member of the Justicialist Party. Despite having experienced relatively high public support in the past, ongoing allegations of corruption in her administration, which have resulted in criminal investigations, has sparked instances of civil unrest as well as declining public approval ratings. Other incidents of civil unrest related to the economy, as well as to politics or labor disputes, are regularly reported countrywide and often result in localized travel disruptions. While demonstrations are generally peaceful, anarchist elements have previously infiltrated such actions to incite unrest and violence.

In addition, there is a low threat from terrorism, stemming largely from domestic political extremist organizations and transnational terrorist groups. Evidence suggests that transnational organizations maintain a clandestine presence near Argentina's tri-border area (TBA) near Brazil and Paraguay, while domestic groups have staged small-scale attacks in Buenos Aires in the past; the presence of such groups, including the Lebanese Hezbollah, the Hong Kong Mafia, as well as various indigenous criminal organizations, raises the level of insecurity in this region.

Infrastructure in Argentina is generally sound around large cities; however, conditions are variable in more rural parts of the country. For a period of over ten years, Argentina recovered from this deep recession and remained politically stable as well as economically solvent; however recent events such as debt default as well as corruption cases have lowered the country's growth. Manufacturing is Argentina's largest economic sector, constituting nearly 20 percent of the country's gross domestic product (GDP). Argentina's economy is the third-largest in Latin America behind Brazil and Mexico, respectively, and the country has the second highest GDP per capita in South America.

Travel advisories and areas of concern

Due to persistent insecurity stemming from the presence of transnational criminal and terrorist organizations in the tri-border area (TBA) between Argentina, Brazil and Paraguay, travelers are advised against all non-essential travel to rural and remote areas of Argentina's Misiones province. Furthermore, individuals are advised against all non-essential travel to the country's low-income neighborhoods (known locally as villas miserias), which are generally situated on the outskirts of most major cities, due to high levels of gang- and drug-related crime.

Risk Indicator

Overall	MODERATE
Crime	MODERATE
Terrorism	LOW
Conflict	LOW
Political	LOW
Infrastructure	MODERATE
Kidnapping	HIGH
Corruption	HIGH
Civil Unrest	MODERATE
Cyber Issues	LOW

Useful Information

- [Public holidays](#)
- [Weather forecast](#)
- [Maps](#)
- Electricity: 220 volts, 50 Hz; for the most commonly used plug types, please click [here](#).

Latest Travel Alerts

- [Argentina \(9 Jun\) Nationwide labor strike underway](#)
- [Argentina \(8 Jun\) Nationwide strike planned for 9 June](#)
- [Argentina \(4 Jun\) Truck drivers begin nationwide strike](#)
- [Argentina \(2 Jun\) Nationwide transportation strike on 9 June](#)
- [Argentina \(2 Jun\) Nationwide anti-femicide protests planned for 3 June](#)

page 1 of 3

Latest Daily News

- [Argentina - 09 Jun 2015 - Nationwide strikes planned for 9 June](#)
- [Argentina - 05 Jun 2015 - Truck drivers begin nationwide strike](#)
- [Argentina - 03 Jun 2015 - Chile - Uruguay - Nationwide anti-femicide protests planned for 3 June](#)
- [Argentina - 20 May 2015 - Indefinite taxi driver strike on 20 May in Cordoba](#)
- [ARG - 12 May 2015 - Bank workers strike on 12 May](#)

page 1 of 3

- b. The country report will load, and you can click on sub-tabs to view information such as political conditions, travel logistics, and cultural factors. A risk indicator, useful links (e.g., maps, public holidays, weather, and electricity voltage) and latest alerts are also displayed. You may print or email country reports.

Travel Assistance Website User Guide - AIG Benefit Solutions USA

Security Articles

- 3 The security articles sub-tab contains general articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance are advised.



Security Articles

3 View articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.



[Conflict management](#)

[Natural and environmental hazards](#)

[Security advice for women](#)

[Travel security advice](#)

[Home security advice](#)

[Protecting your person and property](#)

[Terrorism and civil threats](#)

[Vehicle safety and security](#)

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Security Awareness Training

- 4 The security videos sub-tab contains online travel safety videos and corresponding brief knowledge tests. These videos and knowledge tests can be accessed at your leisure and once completed a certificate of completion will display. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.
 - a Take a moment to read the online user guide from the security videos page.



Security Videos

- 4 While traveling can be exciting, it can also be full of hidden dangers. Through this training you will learn how to research your destination and prepare for your trip ahead of time. You will also learn how to travel safely once you reach your destination, stay healthy while abroad and avoid becoming a victim of crime. Preparedness is the key to safe travels.

In addition to this training, the Travel Assistance website is specifically designed to help you prepare for travel. You have full access to in-depth travel health and safety information, including visa and passport requirements, country guides, city reports and pre-travel tips. In the event you experience a problem while traveling, representatives are available 24/7/365 via our toll-free number to help with emergency travel assistance, medical and security-related issues.

The Travel Assistance website and these training modules provide the tools and information necessary to be an aware, organized and prepared traveler. In order to complete your Travel Security Awareness Training, you must take the knowledge test located at the end of each training module. The entire set of training modules and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Please also take a moment to read the user guide, accessed by [clicking here >](#)



Module 1 - Travel, An Introduction



Module 2 - Getting Around While Abroad



Module 3 - Staying Healthy Abroad



Travel Assistance Website User Guide - AIG Benefit Solutions USA

Security Awareness Training

- b** Click on a module to begin the training.
- c** At the end of each training video there will be a brief knowledge test for you take. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

b

Module 1 – Travel, An Introduction

Module Description
This module gives you a basic understanding of how to prepare for travel, and your role in staying healthy and safe when traveling abroad. In order to complete your Travel Security Awareness Training, you must view this module in its entirety and take the corresponding knowledge test located at the end of the module.

START TRAINING

Module 2 – Getting Around While Abroad

Module 3 – Staying Healthy Abroad

Module 4 – Crime and Criminality, How to Avoid It



Module 5 – Kidnapping and Terrorism

c

Certificate of Achievement

After successful completion of all training modules and knowledge tests please click on "DOWNLOAD" in order to download and/or print your Certificate of Achievement.


DOWNLOAD



John Doe
Travel Security Awareness Training
Organization
Date

CERTIFICATE OF ACHIEVEMENT

Congratulations John Doe
You have completed Travel Security Awareness Training

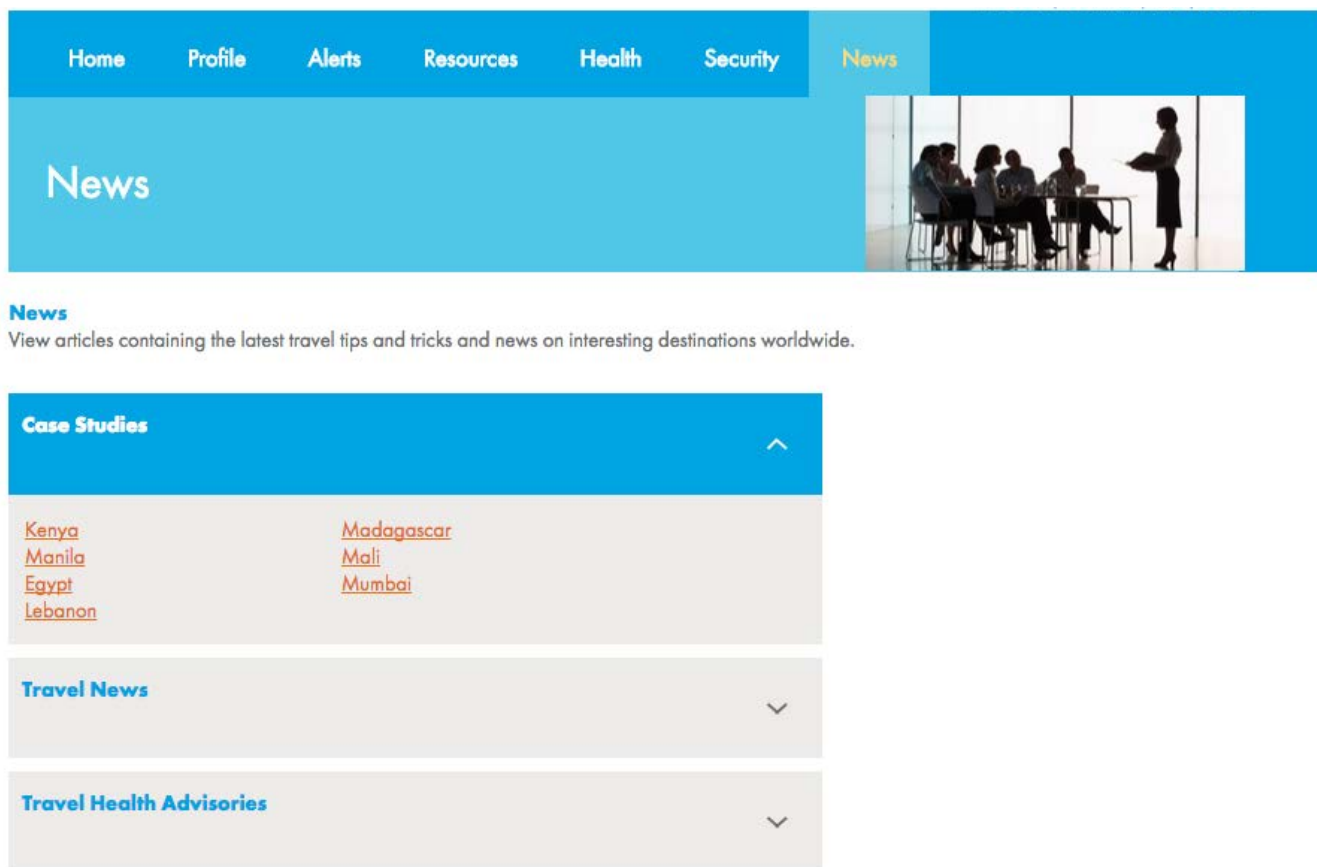


Travel Guard®

Travel Assistance Website User Guide - AIG Benefit Solutions USA

News Page

The news page contains case studies, general travel tips and news on destinations worldwide.

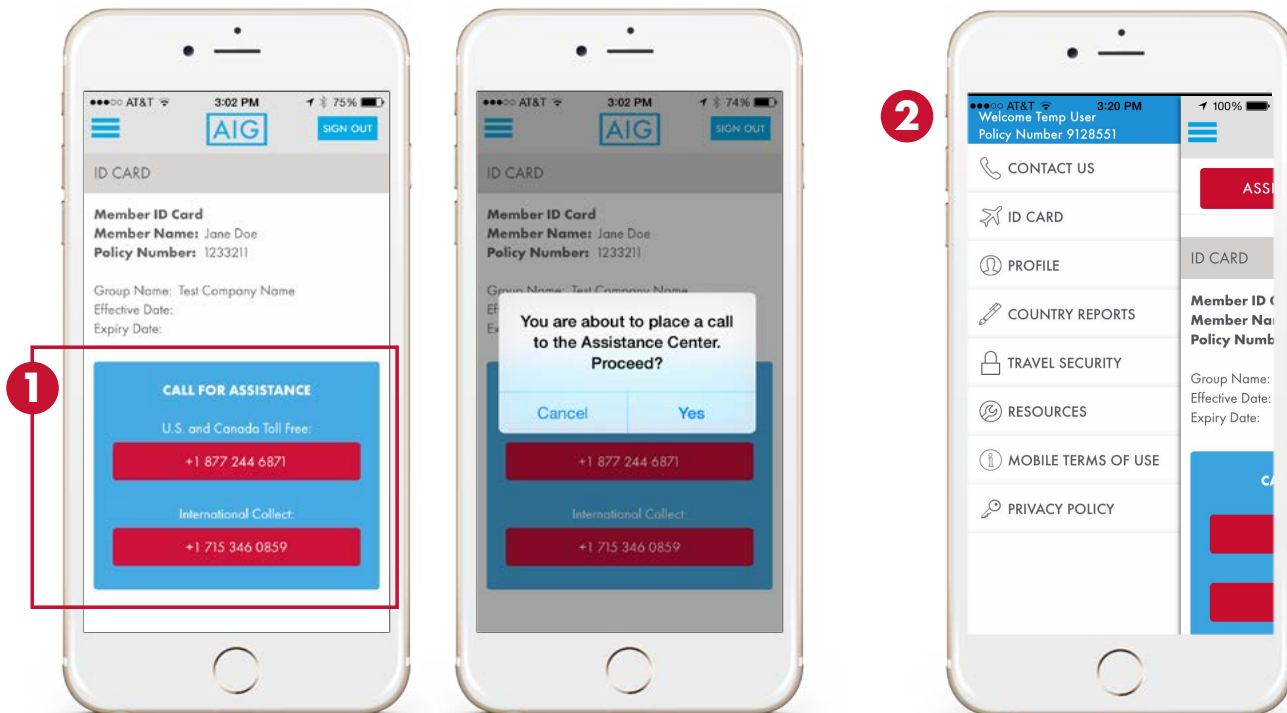


Travel Assistance Website User Guide - AIG Benefit Solutions USA

Mobile App

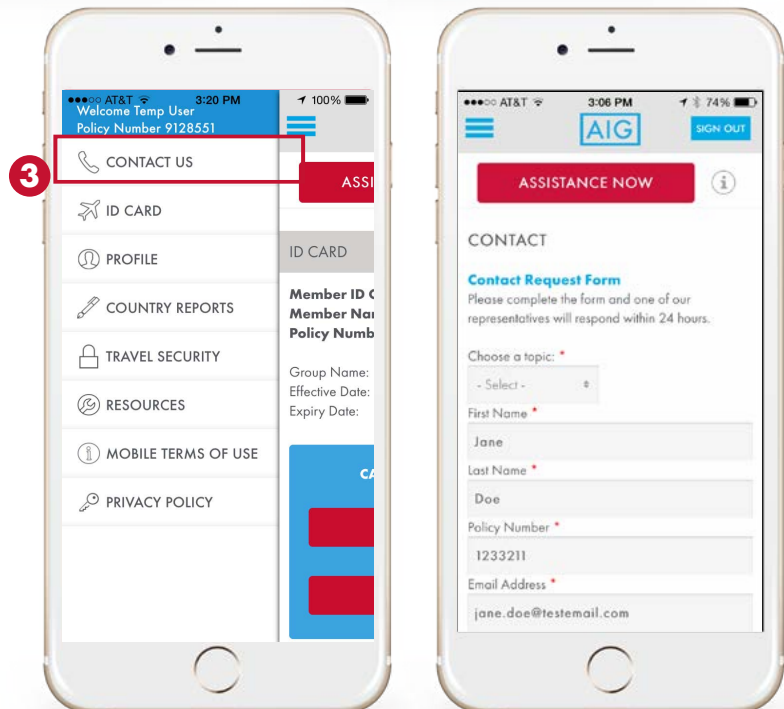
Navigation and Elements Across Mobile App

- 1** A one touch 'help' button connects you directly to emergency travel assistance. This red button appears all across the mobile app.
- 2** A 'hamburger' navigation menu (short horizontal lines) appears across the top of the app. Tap on the menu to view the sidebar menu.



Mobile App Contact Us

- 3** Tap on "Contact Us" from the sidebar menu to contact AIG Travel with non-urgent questions. In case of a medical or travel emergency, please push the red emergency assistance button.

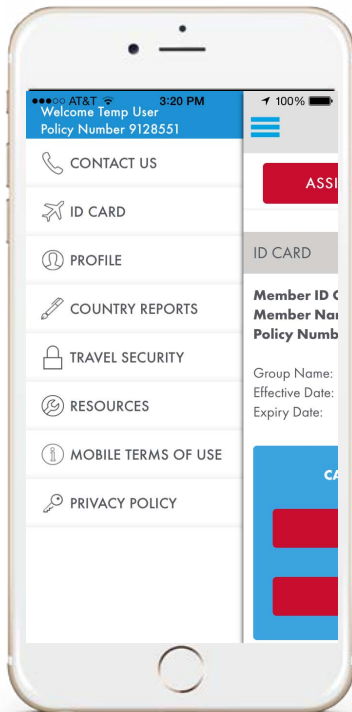


Travel Assistance Website User Guide - AIG Benefit Solutions USA

Mobile App

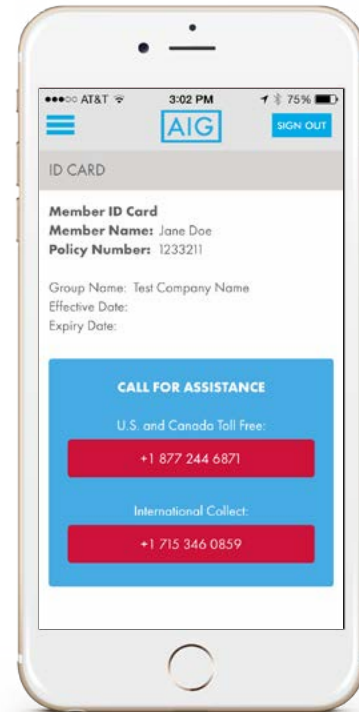
Mobile App ID Card

- 4 Tap on "ID Card" from the sidebar menu.



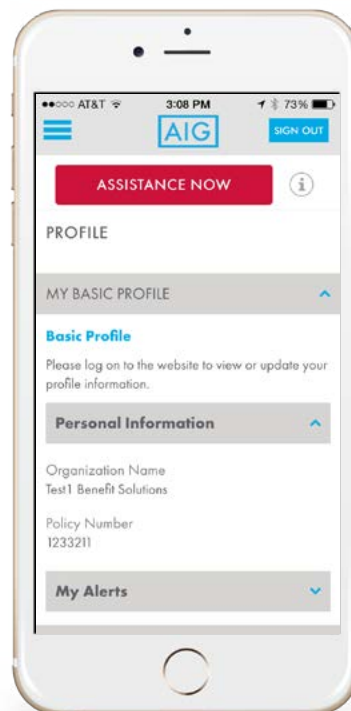
Mobile App ID Card

- 5 Mobile-friendly view of travel assistance ID card.



Mobile App Profile

- 6 Tap on "Profile" from the sidebar menu to view your profile information. Due to AIG information technology security measures you are not allowed to edit profile information directly from the mobile app. You will see a message on the page with a link to the website to revise your profile from an internet browser.

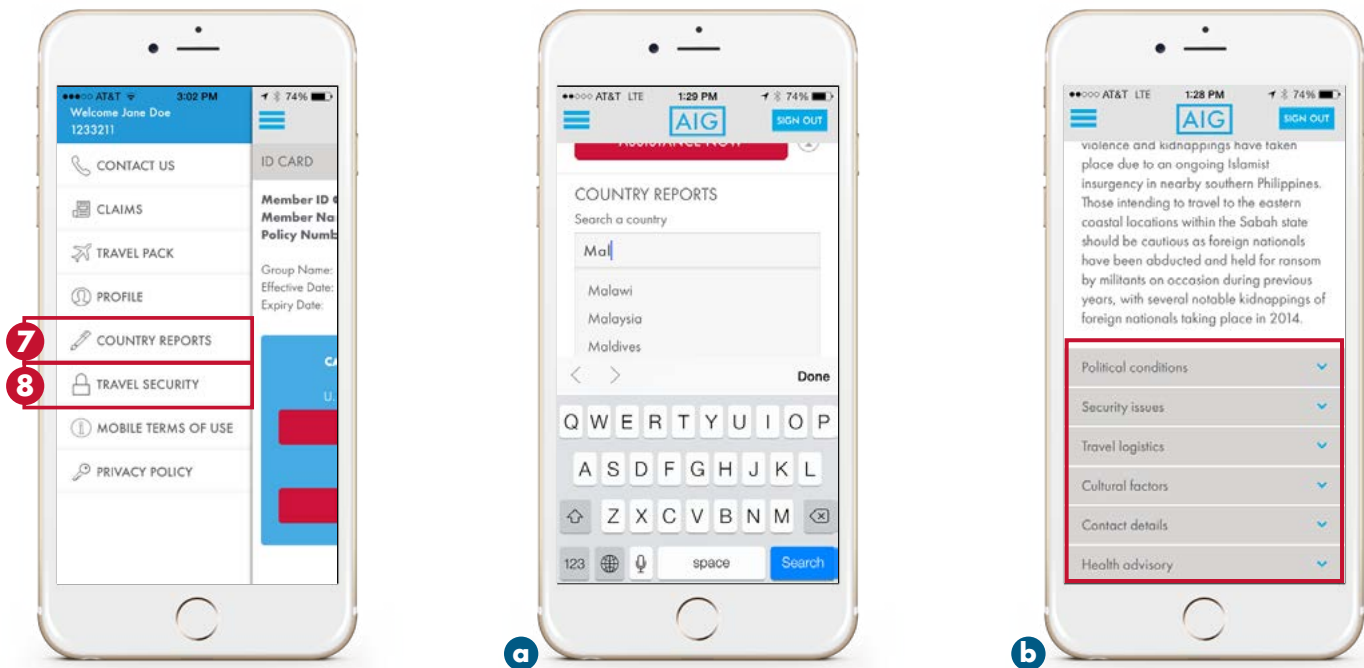


Travel Assistance Website User Guide - AIG Benefit Solutions USA

Mobile App

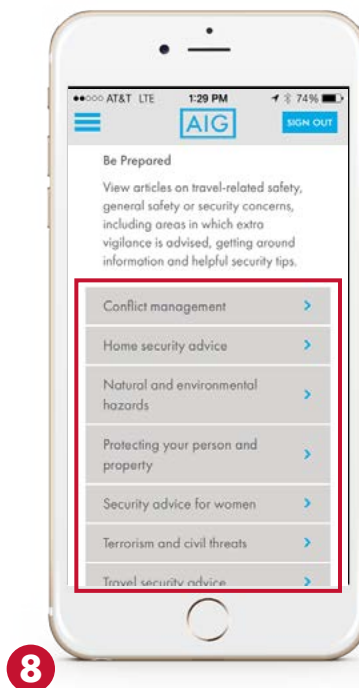
Mobile App Country Reports

- 7** Tap on “Country Reports” from the sidebar menu to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.
- a** Type in the first few letters of the country, click on Search, and the country report will appear.
- b** Scroll down and expand the accordions to view more country report categories.



Mobile App Travel Security

- 8** Tap on “Travel Security” from the sidebar menu to view general articles on travel-related safety or security concerns, including areas in which extra vigilance are advised, getting around and helpful security tips.
 - Scroll down and expand the accordions to view more security article categories.



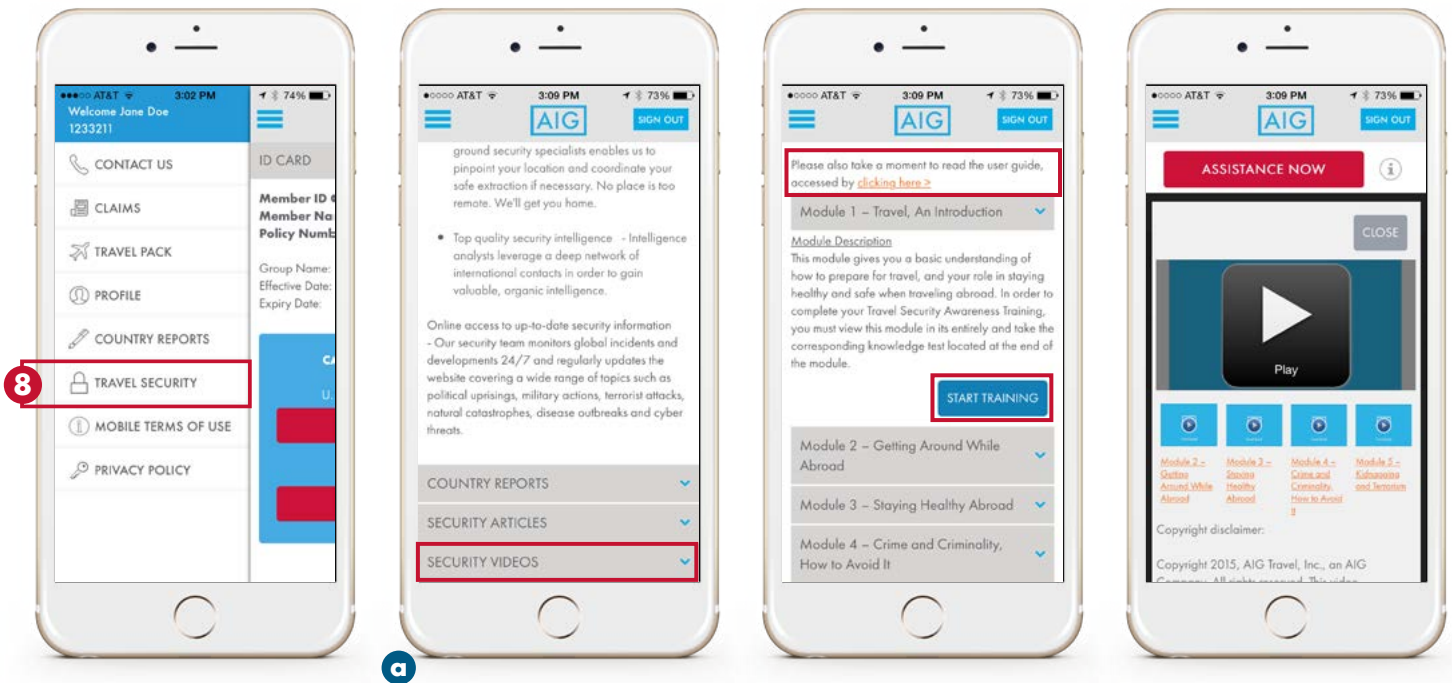
Travel Assistance Website User Guide - AIG Benefit Solutions USA

Mobile App

Mobile App Security Awareness Training Videos - *Until further notice, please only access security awareness training videos on desktop, AIG Travel's technical team is resolving video issues within the mobile app.*

a On the Travel Security page, scroll down and tap on "Security Videos" in order to view online travel safety videos and take brief knowledge tests. These videos and knowledge tests can be accessed at your leisure and, once completed, a certificate will display. This online training provides the tools and information necessary to be an aware, organized and prepared traveler.

- Take a moment to read the security awareness training user guide from the page.
- Click on a module to begin training.
- At the end of each training video there will be a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

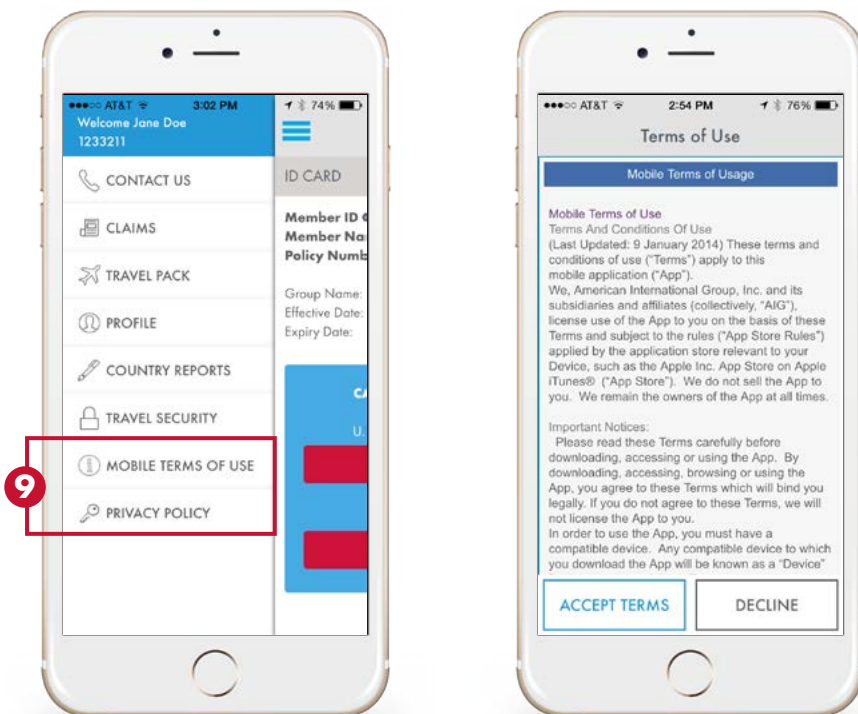


Travel Assistance Website User Guide - AIG Benefit Solutions USA

Mobile App

Mobile App Terms of Use and Privacy Policy

- 9 Tap on "Mobile Terms of Use" or "Privacy Policy" from the sidebar menu to view legal statements.





Travel Guard®

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance solutions and 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.

American International Group, Inc. (AIG) is a leading global insurance organization serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: www.linkedin.com/company/aig

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 coverage is subject to 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.