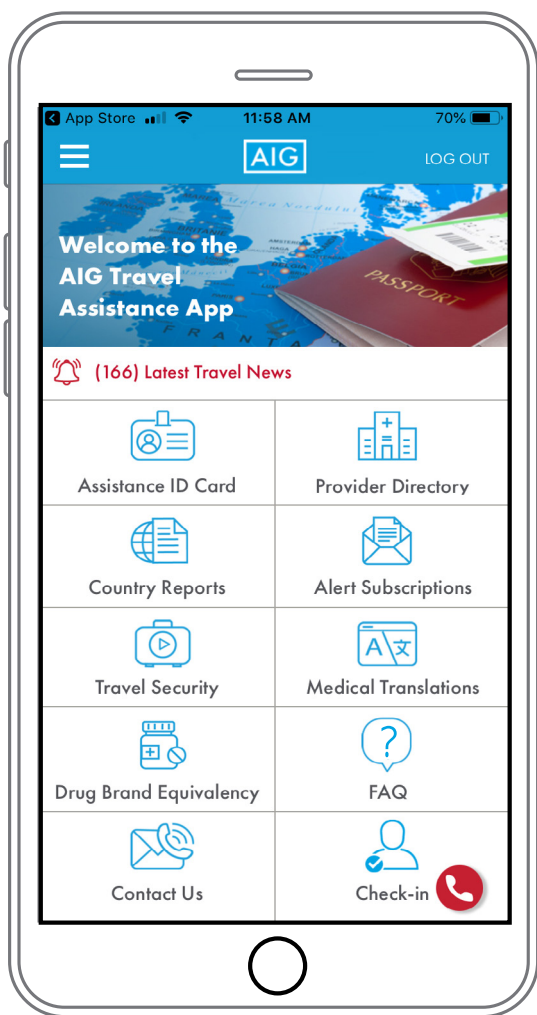


# Discover the AIG Travel Assistance app now!

## Help at your fingertips, fast.



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. With the AIG Travel Assistance mobile app<sup>1</sup>, available for Apple and Android devices, travellers have tools to help ensure effective travel risk management. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only assistance app provides travellers with convenient access to in-depth travel, security and health information 24/7/365.



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



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



**Country Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to mark reports as favourites.



**Security Travel Alerts** contain security level developments that may affect your travel destination(s). Subscribed travel alerts will be sent to the registered user's email address.



**Check-in** lets you notify colleagues, relatives or friends that you have arrived safely.



**Provider Directory** contains contact information for healthcare providers around the world with a map view and ability to turn on GPS to locate providers nearby. Members have the option to rate and share comments about the medical provider (feedback will not be made public and will only be shared with AIG Travel).



**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.



**Security Awareness Training** online travel safety videos and knowledge tests provide basic tools and information to be an aware, organized and prepared traveller and you can receive a certificate of completion via email.



**FAQ** provides answers to frequently asked questions.

You must be a registered user to access the mobile app. If you are a registered user of the travel assistance website, the same username and password will apply. See the following page for new user registration instructions.



<sup>1</sup>Mobile app availability and features vary by policyholder access. Must be connected to Wi-Fi or cellular network.

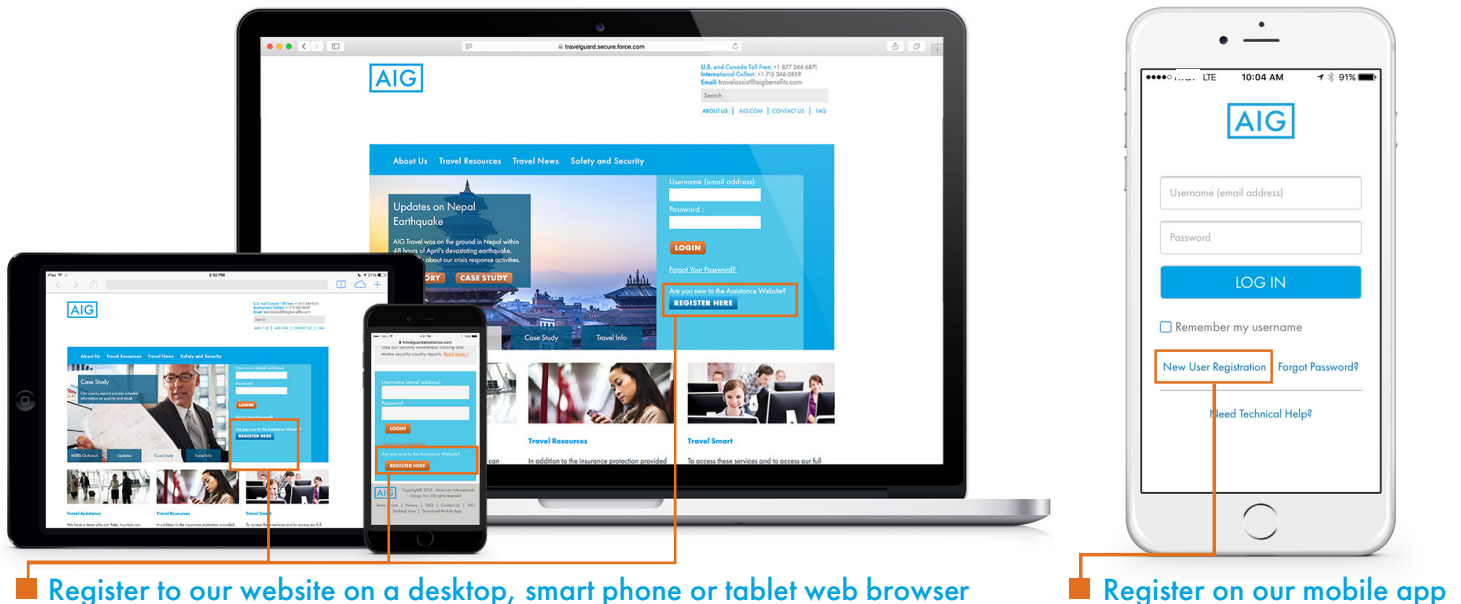
# Registration and Login Instructions

## Registration Instructions for NEW USERS on Desktop or Mobile

1. To access the full website, visit [www.aig.ca/travelguardassistance](http://www.aig.ca/travelguardassistance) on your desktop or smartphone/tablet device.  
or
1. To access the mobile app on Apple, visit [www.aig.com/travelapp/apple](http://www.aig.com/travelapp/apple) or if on Android, visit [www.aig.com/travelapp/android](http://www.aig.com/travelapp/android).
2. Click on the “Register Here” button.
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.ca/travelguardassistance](http://www.aig.ca/travelguardassistance) on your desktop or smartphone/tablet device and login with your existing credentials.
2. To access the mobile app on Apple, visit [www.aig.com/travelapp/apple](http://www.aig.com/travelapp/apple) or if on Android, visit [www.aig.com/travelapp/android](http://www.aig.com/travelapp/android) and login with your existing credentials.



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