



What to do if you need to make a Travel Claim

- If you need to make a claim under your travel policy you should notify AIG as soon as reasonably possible after the event.
- If a third party is involved or has caused your need to make a claim under your travel policy, please obtain as many details as possible as you may not be able to get them once you have left the scene.

The 24 hour Emergency Assistance Helpline must be contacted as soon as possible in respect of:

- Injury or illness that results in the need for inpatient hospital treatment.
- Kidnap and Ransom
- Political and Natural Disaster Evacuation
- Crisis Containment Management

**24hr Emergency
Assistance Helpline:
+44 (0) 1273 552922**

All other claims should be notified via the claims team:

American International Group UK Limited,
The AIG Building, 2-8 Altyre Road, Croydon CR9 2LG.

Telephone: +44 (0) 345 602 9429

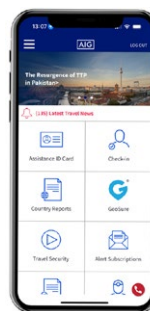
E-Mail: aigtravelclaims@aig.com

(Open 9:15am-5pm Monday to Friday UK time,
excluding public holidays)

So that we may process the claim as quickly as possible,
please ensure that all the relevant sections of the attached
claims form are completed, and that the declaration is signed.

Through the AIG Travel Assistance App

Whether it's prior to travel, during the trip, or after the return home, our secure, member-only assistance app provides travelers with convenient access to in-depth travel, security and health information 24/7/365.



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



Claim Notification Tool means you can notify claims on the go, uploading photos and documents from your phone.

To access the mobile app, 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.

You must be a registered user to access the mobile app. For full instructions on how to register, visit www.mylifeline.co.uk and visit the Registration Guide Section to watch a video tutorial.



Whilst there can be exceptions, below we note the typical documentation needed for each type of Travel claim to return with your claims form to ensure we can process your claim as soon as possible.



Personal Property

- ☐ The police, airline or other relevant loss report.
- ☐ Receipts or other proof of ownership for the items claimed.
- ☐ Currency transaction slips for money losses.
- ☐ For damaged items confirmation that the item is damaged beyond repair.
- ☐ For claims, which involve business travel, please provide confirmation of the travel arrangements.



Cancellation, Curtailment, Rearrangement, Replacement, Missed Departure & Travel Delay

- ☐ Cancellation invoices from travel agent, airline or accommodation provider. These documents should show the amount paid and the amount refunded.
- ☐ Evidence of the reason the trip was cancelled or cut-short.
- ☐ If the trip was rearranged, please provide invoices for any additional costs incurred.
- ☐ For claims, which involve business travel, please provide confirmation of the travel arrangements.
- ☐ If the flight was delayed, provide written confirmation from the airline that the flight was delayed or cancelled. This can be an email or letter from the airline. Usually, the airline will create a standard letter for insurance purposes that confirms the length and reason for delay.



Medical expenses

- ☐ Itemised invoices for the costs incurred.
- ☐ Medical report confirming the diagnosis received abroad.
- ☐ For claims, which involve business travel, please provide confirmation of the travel arrangements.



Vehicle Rental Excess

- ☐ A copy of the Car Rental Agreement including details such as: contractual partners and Named Drivers, registration & type of vehicle, rental duration, and a copy of the insurance policy under which the insured was obligated to pay the Excess or under which certain damages are not covered.
- ☐ A copy of the damage report and photographic evidence of damage to the Rental Vehicle if available. The damage report must include the breakdown of the costs charged by the Car Rental company.

TOP TIPS

- ☐ Provide as much detail as possible and any evidence which will help the claims team.
- ☐ Please scan or take photos of the completed claim form and all supporting documents and email them to us at aigtravelclaims@aig.com. Take care to store the original documents safely as we may still need these later in the process. If you are unable to email us electronic versions, you can post your documents to us.
- ☐ When forwarding documents to us, the maximum size of your email and attachments must not exceed 14mb.

Please note that your email will not be successfully delivered if the attachments exceed 14mb, therefore you will need to separate the attachments into separate emails.

- ☐ When we receive the claim submission, we will assess it and correspond with you further in due course. If you have not received our acknowledgement within 5 working days of submitting the forms please be sure to contact us.



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