



WINNING WITH AIG

Help when it matters most



UK Travel

Today's organisations face a challenging reality - an increasingly global environment where travel requires unprecedented levels of planning and coordination. Whether they have a group of students or volunteers going on an overseas trip or production crews filming at their next site, managing group travel can be daunting. That's why we're here to do the heavy lifting.

We are the only major provider of Accident & Health insurance to have our own assistance company – Travel Guard. We operate out of eight strategically located service centres worldwide, delivering round the clock emergency support for our travellers 365 days a year.

All of our key functions, including assistance, medical, security, operations and claims work under the same roof. Working so closely means that we are able to provide seamless support to our clients – all the way from their initial call for help through to the resolution of their claim.

We think global, act local.

Our global reach extends to over 70 countries and jurisdictions. A worldwide network of multi-lingual medical specialists, security experts and travel specialists and eight 24/7 assistance centres help ensure that travellers are supported anytime, anywhere in the world and with local expertise.

Client Focused

Delivering the right service in the right timescale

Insights and Emerging Risks

AIG CLAIMS

Service Excellence Benchmark for Quality

Problem Solver of Choice

Technical Leadership



Technical Leadership

- 40+ years' experience in managing the unique risks associated with travel
- Integrated claims and assistance service administration
- Access to a vast network of medical facilities and professionals
- Security team with a broad spectrum of experience
- 100% active, US or UK board certified medical staff
- 40 languages spoken
- Member only assistance website and mobile app

★ Service Excellence

Through our concierge service we aim to give customers a decision on the settlement of their claims for baggage and money losses within a 15 minute telephone conversation.

When dealing with customers in emergency medical situations immediate validation of cover is vital. On-going and immediate support and communication to those in vulnerable positions keeps the customer at the heart of everything we do.

i Insights and Emerging Risks

We use the NetPromoter Score (NPS®) and CES survey tools to measure the loyalty and advocacy of our relationships. These tools enable us to understand what our customers want and if we know what they want, we know what to deliver.

We are also focussed on customer complaints – our expectation is to handle 80% of all escalated complaints within 4 weeks and 95% within 8 weeks.

Quotes from our Business Travel Customers:

"Very positive due to professional and accurate assessment and valuation conducted by your team"

"Response was swift and resolution was clear"

"The questions asked were relevant and easy to answer, the clarification process was clear and the payment was fast"

"Everything was dealt with efficiently and the matter was dealt with to my satisfaction"

"Everything was very straight forward"

"Fast, efficient"

"Resolved without any queries"

9,403

new advised
Group Travel
claims in 2023

6,973

inbound phone calls
for Group Travel
answered in 2023

£15.1 m

paid out in
UK Group Travel
claims in 2023

11

In house specialist Express,
Complex and Major Loss
claims adjusters

Specialised Functions

- First Notice of Loss
- Anti-Fraud
- Quality Assurance
- Compliance & Governance
- Management Information
- Cost Containment & Recoveries
- Vendor Management
- Medical team
- Training & Competency
- Assistance Co-ordinators

**For more information please contact your local
AIG representative or visit aig.com/claims**

About Travel Guard

Travel Guard meets the diverse needs of leisure and corporate travelers alike through its comprehensive portfolio of travel insurance plans and assistance services as well as a network of experienced providers. With global service centers placed strategically around the globe, our 24/7 multilingual team is always just a phone call away and ready to assist when our customers experience travel issues – from lost luggage or minor travel inconveniences to medical emergencies or life-threatening events. We help customers recover from travel disruptions and enjoy their journeys knowing Travel Guard has their back every step of the way. Learn more at www.travelguard.com and follow us on Facebook, Instagram and LinkedIn.

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