



AIRS Corporate Travel Insurance

Emergency Assistance
and Claims Guide



AIG Corporate Travel - Emergency Assistance (31 October 2024 onwards)

Please note the AIRS Corporate Travel policy has changed insurers from 31 October 2024 4pm. For all incidents and claims occurring from 31 October 2024 4pm onwards, please contact AIG Australia Ltd as per the following instructions.

EMERGENCY ASSISTANCE

If you require **emergency assistance** (24/7) whilst overseas, please contact **AIG Travel Guard**. They can support you with emergency medical and travel aid as well as medical advice from doctors and nurses 24-hours a day in many different languages and dialects.

	Travel Guard®
24/7 ASSISTANCE ID CARD	
Insured Name:	Anglican Church of Australia & Affiliated Members
Policy Number:	2200105177
For Emergency Travel Assistance call:	+60 3 2772 5641
From within the USA:	1 866 814 3375
From within China:	(020) 3210 7866
Email:	auassistance@aig.com

This card does not guarantee coverage. You must contact your assistance coordinator to pre-certify the card holder's policy benefits for each diagnosis/event. Please refer to our policy documents because coverage is subject to terms, conditions and exclusions. In an emergency, seek care immediately and call our Assistance Center for further assistance as soon as possible.

To access your travel assistance website, register with your policy number on www.aig.com.au/TravelGuardAssistance or download the AIG Travel assistance app to your Apple or Android smartphone.



Claims for Providers (you must call for each new diagnosis): **As Per Front of Card**

Claims for Insureds (to file claims or inquire about status): **(03) 9522 4779**

Email: **claims@airs.org.au** Website: **www.aig.com.au/claims**

UNITEDHEALTH GROUP®

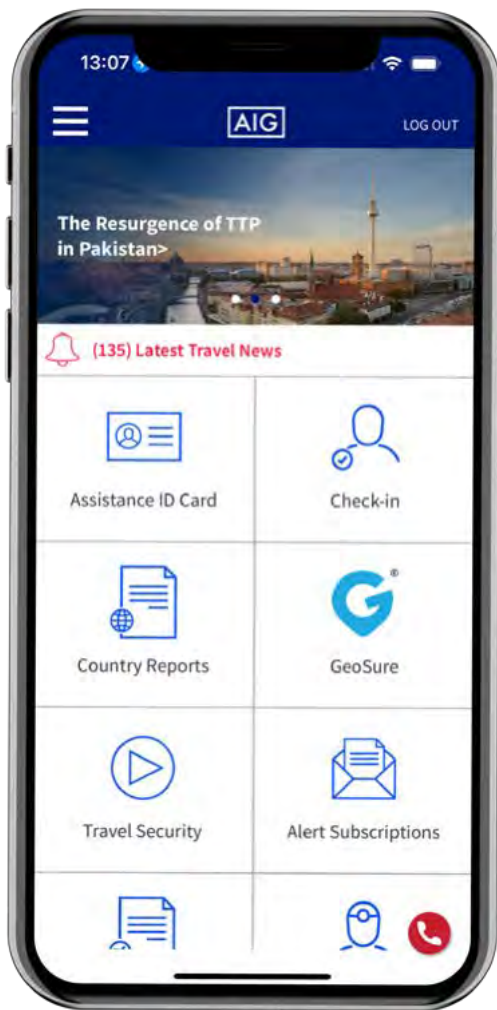
Medical Networks:



AIG TRAVEL ASSISTANCE APP













Download the Mobile App

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 improved AIG Travel Assistance mobile app*, available for Apple and Android devices, travellers have new features 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.



To access the mobile app, open your camera app and scan the QR code.



-  **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, City Guides and Security Advice 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 favorites.
-  **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 Feature** enables travellers to seamlessly notify contacts of their safe arrivals while travelling.
-  **Location Safety Ratings provided by GeoSure®** indicate risk conditions on overall safety, physical harm, women's safety, theft, LGBTQ+ safety, political freedoms, and health for various locations within cities around the world.
-  **Provider Directory** contains contact information for healthcare providers around the world with a map view and ability to turn on GPS and navigate to 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, organised and prepared traveller and you can receive a certificate of completion via email.
-  **My Trips** enables travellers to add upcoming trips with the option to receive country alert emails and view trip advice.
-  **Currency Converter** generates daily exchange rates.

See the following page for instructions.

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.

Contact your agent, broker or AIG representative to learn more.

*Mobile app is only available on smartphone – not tablet. Mobile app availability and features vary by policyholder access. Must be connected to Wi-Fi or cellular network.

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 centers located in Asia, Europe and the Americas. For additional information, please visit our websites at www.aig.com/travel and www.travelguard.com.

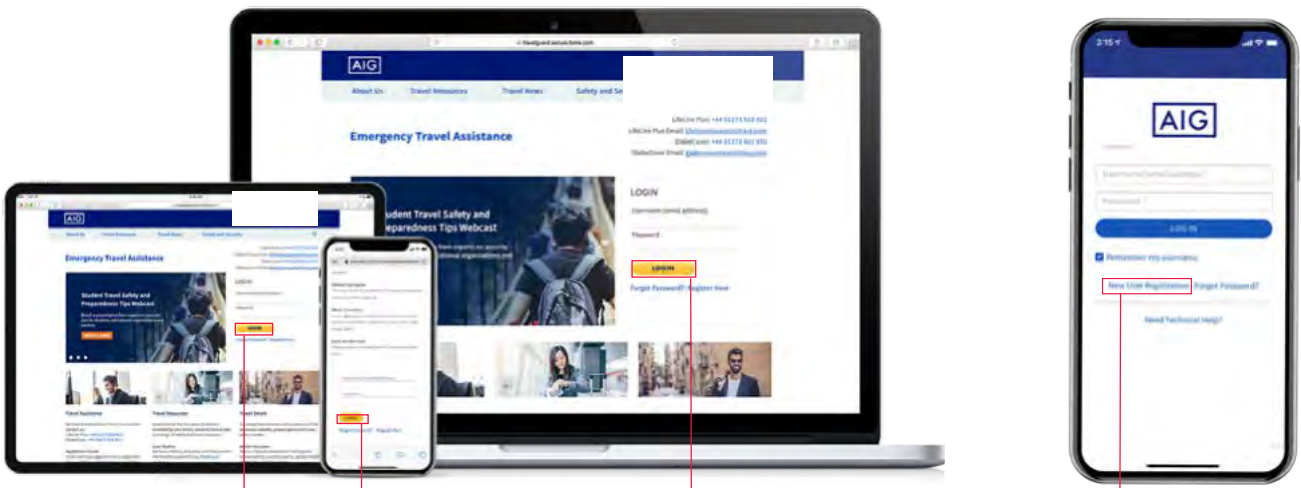
Registration and Login Instructions for New Users on Desktop or Mobile

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

- 1 To access the full website on your desktop or smartphone/tablet device, visit: www.aig.com.au/travelguardassistance. Visit the Registration Guide section to watch a video tutorial.

OR

To access the mobile app open your camera app and scan the QR code or go to the Apple App Store or Android App 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 smartphone -- not tablet.



- 1 Register to our website on a desktop, smart phone or tablet web browser OR register on our mobile app.

2. Click on “Register.” From the app tap on “Country where coverage was purchased” and select “Australia.”
3. Provide name, email address (email address serves as your username) and policy number _____
If you receive a “duplicate email” error please click on “Forgot Your Password” to reset your password.
4. You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assistance website access. After you have successfully logged in and accessed the secure travel assistance website follow the below instructions for mobile access. In the event you do not receive an email please allow emails from noreply@salesforce.com and AIGTravelAlerts@e5.aigdigital.com. You may need to contact your organisation’s IT email team to allow these email addresses.
5. You have the option to set up Touch ID to log in using your fingerprint or Face ID to log in using facial recognition (available only for phones equipped with Touch ID or Face ID).

Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to www.aig.com.au/travelguardassistance on your desktop or smartphone/tablet device and log in with your existing credentials (do not click on “Register.”)

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

All Other Claims (Non-Emergencies)

1. Where there has been loss or theft/burglary of luggage, personal effects, travel documents, laptop computers, money and credit cards, report the loss to the local police or responsible officer of any airline or vessel on which you are travelling. A copy of the police report or the airline's acknowledgment and their reply for compensation must be retained and forwarded to your insurer.
2. Claim form is available at www.airs.org.au/claims. Please select the correct form according to the date of incident.
3. Complete the Travel Claim Form and attach additional supporting documentation such as:
 - quotes for replacement baggage
 - invoices/receipts for emergency purchases of clothing etc.,
 - documentation to support curtailed travel due to illness (e.g. doctors certificate and travel invoices to verify amount claimed),
 - overseas medical invoices and treating Doctor's certificate
 - confirmation from airline, hotel and/or police if items are lost or stolen.
4. Forward the completed Claim Form to the AIRS team at claims@airs.org.au together with all supporting documentation.