

AIG ASSIST: THE AMERICAN INTERNATIONAL GROUP ASSIST

The following Advisory Services are provided by AIG Assist free of charge to the Named Insured; however, the Named Insured would have to pay for any services rendered at his/her request, if any.

1. In the event of medical emergency, whilst the Named Insured are traveling on an Insured Journey, AIG Assist is only a reverse charge telephone call away-any-where in the world -24 hours a day.

In the U.S. and Canada call 1-800-437-3946 toll free. Outside the U.S. and Canada call 1-713-267-2585 collect.

2. The AIG Assist is a World Wide Network of highly skilled Doctors and medical professionals who are available by telephone - 24 hours a day for advice and assistance in the event of a medical emergency and many associated problems for travelers.

3. AIG Assist provides the following services:

Pre-Departure Services:

Before departing on the Named Insured trip, AIG Assist can provide the Named Insured with:

- Government warning about travel to certain country locations.
- Information regarding immunization requirements.
- Information about passport and visa requirements.
- Information about weather and hazards particular to foreign locations.

Travel Medical Emergency Services:

Should the Named Insured needs local medical care during his/her trip, AIG Assist can help him/her with:

- Directions and help in obtaining local medical care.
- Monitoring hospital in-patient cases to assess the quality and appropriateness and cost of treatment.
- Maintaining contact between the attending physician and the family when necessary
- Arranging the shipment of prescribed drugs (where allowed), medical equipment, prescription eye-glasses and similar items
- Arranging transport and escort home for otherwise unaccompanied minors
- Arranging transportation for family, business associates, or friends, at their own expenses, to join the hospitalized traveler

Medical Evacuation and Repatriation:

Should the following be necessitated, AIG Assist will

- Verify, approve and arrange for evacuation and necessary treatment en route.
- Verify, approve and arrange for the return of remains in case of death while traveling.

Emergency Travel Services:

AIG Assist multinational staff can provide assistance to:

- Arrange for the replacement of lost or stolen travel tickets.
- Advise you as to how to replace lost or stolen travel documents and passport.
- Advise you as to how to solve general emergency problems that occur during travel.
- Provide you with immediate telephone advice in case your baggage have been lost or delayed by a carrier.
- Contact carriers to track lost or delayed baggage.

Emergency Legal Assistance:

During the course of the Named Insured trip, the Named Insured may visit many foreign countries.

Should any problems arise requiring legal assistance, AIG Assist can refer the Named Insured to a local qualified professional of law, arrange contacts with the Named Insured consulate or embassy, your family, or personal attorney if he/she has one, or find a translation facility if necessary.

AIG Assist can also arrange bail or cash advance, using the Named Insured credit cards or his/her other available resources, to guarantee payment for legal services.