



AIG

Employee Travel Pack

visit: www.aig.co.uk/globecover

A lifeline if you need one

GlobeCover provides insured persons with business travel services, including all-important emergency assistance, and a range of web and telephone based services that can be used at any time – not just when a claim is being made.

All the emergency and assistance services described are subject to the policy cover.

GlobeCover

GlobeCover

Services before you leave

Travel Angel

Before you travel on business you can access our award-winning e-learning security and situation awareness programme, Travel Angel. It's simple to access and use and provides practical advice about personal security, preparation and arrival, travel health risks, getting around, street crime and robbery, terrorism and unrest. Fully interactive, the core episode and six modules can be completed individually or together (they take around 45 minutes in total) and are accessible at work, home or whilst travelling.

Go to www.aig.co.uk/globecover and follow the link.

Pre-travel and security advice and assistance



- **General advice** about
 - business and social customs, and political situations
 - medical issues, medical facilities overseas and health precautions (including vaccinations)
 - visa and entry permit requirements
 - currency and banking hours, time zones and climate, and driving restrictions.
- **Security advice** covering over 200 countries, updated daily by security analysts, including terrorist, kidnap and cultural threats. Free updates e-mailed daily to a traveller's inbox.*
- **High risk travel safety briefings** for specific trips to high risk countries provided within 24 hours by request.
- **SMS travel alerts** texts sent directly to a traveller's mobile phone helping them to stay ahead of changing political situations or severe weather conditions which might disrupt important travel.*
- **Identity theft** – guidance on preventative action, credit file monitoring, re-establishment of identity and repair of the insured person's credit rating standing.

(* for security advice, high risk travel security briefings and SMS text alerts travellers need to register online.)

Go to www.aig.co.uk/globecover and follow the link.

Travel concierge service

Need a restaurant near your hotel or a conference room near the airport?
Simply phone: +44 (0)20 8253 7400 (24 hours a day, 7 days a week).

Our Concierge Service can also save you time and effort at home with recommendations for local tradesmen, decorators and gardeners plus information like which schools, doctors or babysitters are available in the area.

Services when you're travelling



Emergency assistance

For assistance call our 24/7 Emergency Helpline on +44 (0)1273 401950.

Our multi-lingual assistance co-ordinators are experienced in dealing with hospitals and clinics worldwide and are backed by medical consultants and nursing staff, to help you get the most appropriate medical treatment. They can arrange:

- direct billing with hospitals and clinics, so you don't need to use your own cash or credit card
- for someone to visit you whilst you're in hospital or ill abroad
- to bring you home – with a fully equipped medical team if needed.

If you just need a referral to a suitable hospital, clinic or dentist for less serious treatment, we can help you. And we can help locate medication or medical equipment if you can't obtain them locally.

Other travel assistance services on +44 (0)1273 401950

Emergency message relay – to family and business associates.

Lost ticket and baggage location – help with replacement of lost or stolen tickets, passport or travel documents, contact lenses and glasses and location of lost baggage.

Emergency cash advance – if your cash is lost or stolen abroad (the advance will be deducted from any subsequent claim payment or must be reimbursed to us).

Port/airport assistance – we'll liaise with your carrier if you're delayed on the way to your departure point and make onward travel arrangements, if necessary.

Legal referral – to an embassy, consulate or other source of legal advice, including an English-speaking lawyer.

Emergency record storage

Allows you to upload important documents and medical details to a personal and secure website and either retrieve them online or by calling our medical assistance company.

Go to www.aig.co.uk/globecover and follow the link.

Home emergency advice call +44 (0)20 8253 7400

24/7 access to a network of reliable tradesmen to repair an emergency at home in the UK (e.g. a burst pipe, a broken window or a leaking roof) whilst travelling. The cost of any work undertaken is not recoverable under the GlobeCover policy.

Services for any time

In addition to the services provided for business travellers, GlobeCover also provides a range of services that any insured person can use.

MyHealthPortal

You and your family can access our online health portal at any time.

- A [Second Opinion](#) from leading world specialists about any medical condition and treatment.
- 24-hour remote access to fully trained nurses in the UK via the website, phone, SMS text message or even video mobile phone.
- Plus a wealth of general and educational health information such as weight loss, quitting smoking, blood pressure and details on alternative treatments.

Go to www.aig.co.uk/globecover and follow the link.



Counselling service call +44 (0)117 934 2121 (calls are not recorded)

- Identifying and managing stress and stressful situations, including crises, debt and addiction.
- Advice on the practical and emotional aspects of living with a long-term injury or disablement.
- Support and help for family and colleagues to cope with a bereavement.
- Support after an injury that prevents continuing with current employment and advice about finding new employment.

Other any time services on +44 (0)20 8253 7400

[Personal advice on UK tax issues](#) (but not financial planning advice about avoiding or reducing personal tax liability)

[Bereavement advice](#)

- How to register a death, locate a will, obtain a Grant of Probate or Letters of Administration.
- The need to consult a solicitor, duties of the Coroner and information on the documents required by the Registrar.
- Referral to a funeral director and advice on the practical details.

[Eurolaw legal advice](#) – 24/7 confidential legal advice by phone about personal legal problems involving the law of EU member countries, Isle of Man, Channel Islands, Switzerland and Norway.

[Medical advice](#)

- How to access details of the length of hospital waiting lists.
- Information on facilities available through Social Services.
- Details of societies who specialise in dealing with particular disabilities.

Leave-at-home contact and advice details

This section is designed to be left with a family member. It shows who to contact in an emergency and where further information about services can be obtained.

Emergency assistance

Phone: +44(0)1273 401 950

GlobeCover policy number:

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Emergency online record storage

Secure document back-up login and password:

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Work details

Company contact:

Name:
Phone:

GlobeCover website:

www.aig.co.uk/globecover

GlobeCover general (non-emergency) assistance

Phone: +44 (0)20 8253 7400

The website and/or phone number provide access to the following services:

- Travel Angel
- Pre-travel and security services
- Travel Concierge service
- Home emergency advice
- MyHealthPortal
- Second Opinion
- Personal tax advice
- Bereavement advice
- Eurolaw legal advice
- Medical advice

Counselling

Phone: +44 (0)117 934 2121

(* all telephone calls to numbers shown – other than counselling – in this brochure may be recorded for training or quality monitoring purposes.)

Foreign and Commonwealth Office

Phone: 0845 850 2829 (UK only)
+44 (0)20 7008 1500 (overseas)

Website: www.fco.gov.uk/travel



Leave-at-home emergency
contact and advice details

Emergency assistance card

Please keep the attached card with you at all times when travelling on business. Please show it to a medical provider on request.

Please always contact us if you require medical attention. This is particularly important whilst travelling in the USA, as you might be asked to provide a proof of eligibility to use a medical network – the medical assistance company will arrange this for you. (See Emergency Assistance overleaf.)

When contacting us, please provide:

1. your name
2. your location
3. your condition, symptoms or query
4. a telephone number we can contact you on.

**Please contact your
HR department or policy
administrator for a
replacement card if the
original is mislaid.**

Cover queries

Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance.

Claim notification

You can make a claim by contacting the department responsible for your employer's insurance. A claim form should be completed and submitted to the Insurer. This can be obtained from your employer or can be downloaded from the website: www.aig.co.uk/globecover

GlobeCover Claims assistance

Phone: +44 (0)20 8253 7474
Fax: +44 (0) 20 8253 7569
Email: GlobeCover.claims@aig.com
Post: GlobeCover Claims, 3rd Floor,
AIG Building,
2-8 Altyre Road,
Croydon CR9 2LG,
United Kingdom

Claims concierge service

Our concierge claims service for personal property and money claims aims to conclude over 90% of claims within 15 minutes without the need for documentary validation. Notify a personal property or money claim by calling: +44 (0)20 8253 7474.

Please note: unless your employer has pre-authorised all claims, payment of a claim will require your employer's authorisation.

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Please note, whilst AIG Europe Limited (AIG) takes every care in selecting business partners to provide the assistance services described in this brochure, AIG cannot accept responsibility for any advice given, or information or assistance provided.

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Contact and advice details [for you]

Emergency assistance

Phone: +44(0)1273 401 950

GlobeCover policy number:

Emergency online record storage

Login and password:

Work details

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(non-emergency) assistance

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Website: www.fco.gov.uk/travel

**Emergency
Assistance Card**

GlobeCover

Call **+44(0)1273 401 950**
www.aig.com/uk/globecover

For claims related queries call
+44 (0)20 8253 7474



Please write the **GlobeCover** policy number below

(available from your Human Resources department or your policy administrator)

When contacting us, please always provide:

- the name of your employer and the policy number
- your name, location and country of residence
 - your condition, symptoms or query
- a telephone number we can contact you on



Important: This card has no monetary value and is not a credit card.
Fraudulent use of the services may result in legal action.