

## Global Assistance

AIG Assist has a central location for translations and communication during emergencies.

You can get advice on contacting and using services available from consulates, government agencies, translators and other service providers that can help with travel-related problems.

You can also leave and receive emergency messages. All you have to do is call and leave or retrieve messages, which can be stored up to 72 hours.

## How to Learn More About this Valuable Resource

This brochure provides a brief description of your Travel Assistance Services. For a more detailed description, please call the AIG International Services number on your attached AIG Assist card.

### Employee Only

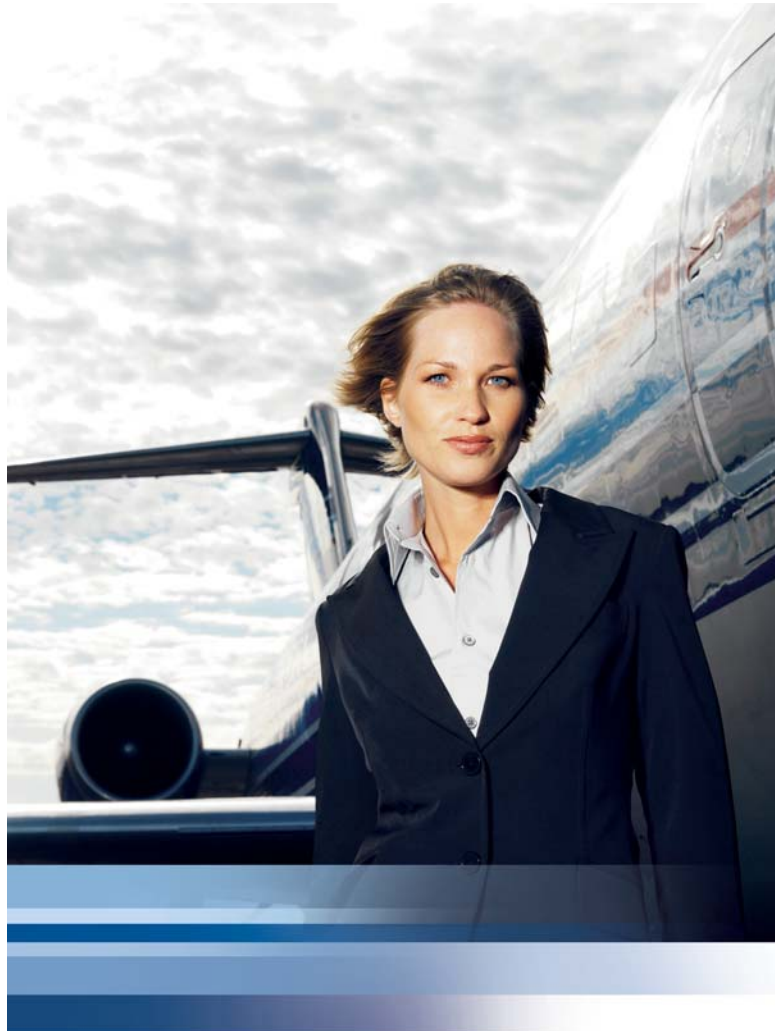
This brochure is a brief description of your Travel Assistance Service. Travel Assistance services are provided only while the covered individual is more than 100 miles away from their residence (true, fixed, permanent home) or permanent place of assignment. For more detailed information on coverage, please call the number on your AIG Card (see below).

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The person named is eligible for certain Services and Benefits as outlined in the Service Agreement provided to the Group. Before obtaining medical and non-medical assistance, call one of the phone numbers below:

If in the United States or Canada, call (800) 626-2427

To call collect from anywhere else in the world, contact an International Operator to place your call to Houston at: (01-713) 267-2525



## AIG Assist<sup>®</sup> Travel Assistance Services

*Comprehensive Strength, Innovative Solutions<sup>SM</sup>*  
Domestic Accident & Health Division

**AIG** AIG Companies<sup>®</sup>

## A Helping Hand for Global Travelers Anywhere, Anytime

AIG Assist gives you access to a wide range of valuable services if emergencies arise when you're traveling any time of day, anywhere in the world. Travel assistance services are provided by AIG International Services, Inc. and made available through the Domestic Accident & Health Division of the AIG Companies®. The following services are offered when covered individuals are traveling for business 100 miles or more away from their residence or permanent place of assignment.

### Predeparture Services

Predeparture services can give you valuable information so there are no surprises after you leave home. You can get information on immunization requirements, appropriate medical exams and treatments, passport and visa requirements, weather, and travel hazards.

### Lost Baggage/Passport

Losing important baggage or documents is inconvenient. AIG Assist can provide immediate telephone advice if your baggage is lost or delayed by a carrier. The service can also notify the appropriate authorities if you lose your passport and give you directions for replacing it.

### Travel Agency

This 24-hour service can replace lost or stolen airline tickets by arranging payment through your credit card. Prepaid tickets can be delivered by mail courier or collected at an airline counter. Hotel reservations can also be arranged.

### Insurance Coordination

Filling out paperwork in a foreign country can be confusing. AIG Assist can help you complete insurance and medical claims forms. It can also help you verify your insurance coverage and guarantee payment to a medical provider based on confirmation of your insurance benefits or your credit card.

## Evacuation and Repatriation

If a medical emergency requires that you be evacuated to a treatment facility, AIG Assist can coordinate your evacuation. If you lose your life while traveling, AIG International Services can coordinate the repatriation of your remains.

## Travel Medical Emergency Services

If a medical problem occurs, you may feel more comfortable knowing that someone is there to assist you. AIG Assist can help you obtain local medical care, monitor the quality and cost of hospital treatment, confirm travel medical expense insurance, and, using your financial resources, guarantee payment to providers and arrange for payment of noninsured medical expenses using your financial resources.

Moreover, AIG Assist can maintain contact between your local and personal physicians; arrange shipment of prescription drugs, medical equipment and prescription lenses; provide your medical records; and maintain daily contact between you, your family, your employer and your physicians.

## Legal Assistance

If you need legal assistance, AIG Assist can arrange help from local attorneys, embassies, and consulates. Bail, cash advances, and guarantee of payment for legal services can also be arranged through your financial resources. In addition, AIG Assist can keep a communication link between you, your family and your employer.

## Emergency Cash

If you need cash in an emergency, this can be a valuable service. Drawing on your financial resources, AIG Assist can provide cash through banks, consulates, hotels and Western Union.

**AIG Assist®**

Worldwide Coverage

Insured Person

Five Colleges, Inc.

Group

Assistance Number

GTP 8035650

Policy Number

**AIG** AIG International Services