



AIG Benefits Travel AssistSM

Offered with your Ambassador Business Travel Accident Insurance



Introduction

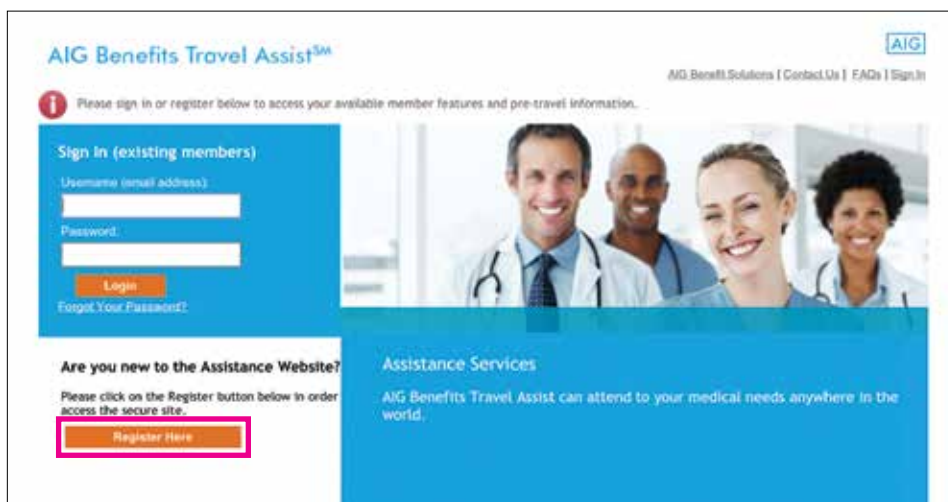
AIG Benefits Travel AssistSM

With Ambassador Business Travel Accident Insurance, you can access AIG Benefits Travel Assist services through an exclusive, members-only website. Read on for instructions on how to register and use this free service.

Registering

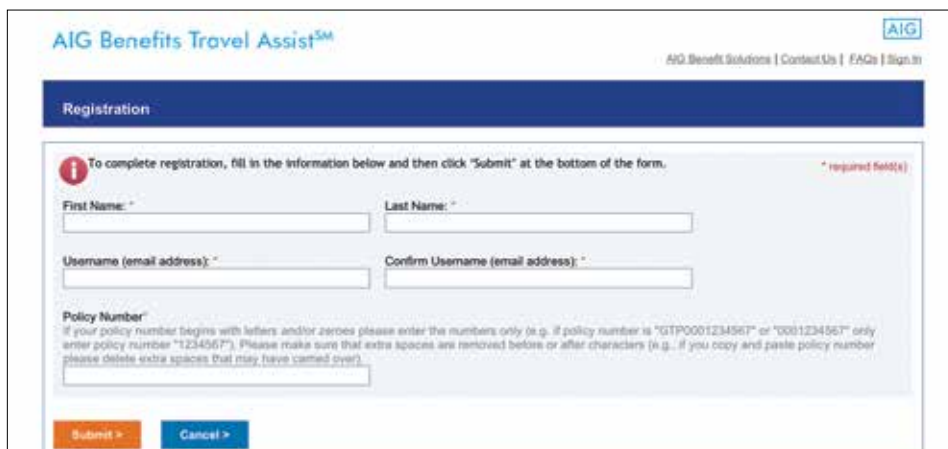
To use the new members-only assistance website, you must first register some required information.

1. Go to **www.aigbenefits.com/travelassist**. Click on **Sign In** in the upper-right corner.
2. Click on **Register Here** from the Sign In page.



The screenshot shows the AIG Benefits Travel AssistSM website. At the top right, there are links for "AIG", "AIG Benefit Solutions", "Contact Us", "FAQs", and "Sign In". A message says "Please sign in or register below to access your available member features and pre-travel information...". On the left, there is a "Sign In (existing members)" section with fields for "Username (email address)" and "Password", a "Login" button, and a "Forgot Your Password?" link. Below this is a section for new users: "Are you new to the Assistance Website?" with a "Register Here" button highlighted in a red box. On the right, there is a "Assistance Services" section with a photo of four healthcare professionals and text stating "AIG Benefits Travel Assist can attend to your medical needs anywhere in the world."

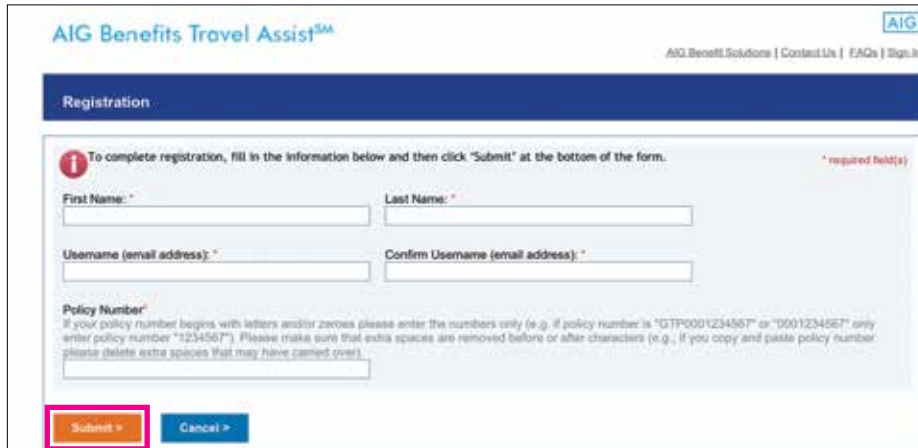
3. Once on the Member Registration page, enter the following information:
 - Email address: Enter the email address where you want to receive travel alerts and emails regarding your password. This will also serve as your username.
 - Policy number: If your policy number begins with letters and/or zeroes, please enter the numbers only (e.g., if the policy number is "GTP1234567" or "0001234567," only enter "1234567").



The screenshot shows the AIG Benefits Travel AssistSM Registration page. At the top right, there are links for "AIG", "AIG Benefit Solutions", "Contact Us", "FAQs", and "Sign In". A message says "To complete registration, fill in the information below and then click 'Submit' at the bottom of the form." Below this is a registration form with fields for "First Name: *", "Last Name: *", "Username (email address): *", and "Confirm Username (email address): *". There is also a "Policy Number" section with a note: "If your policy number begins with letters and/or zeroes please enter the numbers only (e.g. if policy number is 'GTP0001234567' or '0001234567' only enter policy number '1234567'). Please make sure that extra spaces are removed before or after characters (e.g., if you copy and paste policy number please delete extra spaces that may have carried over)." At the bottom, there are "Submit >" and "Cancel >" buttons.

Registering (continued)

4. Click the **Submit** button.
You will receive an automated email with a temporary password. Click on the URL in the email and sign in with your email address and temporary password. You will be prompted to change your password (which must contain at least eight characters and a combination of letters and numbers).

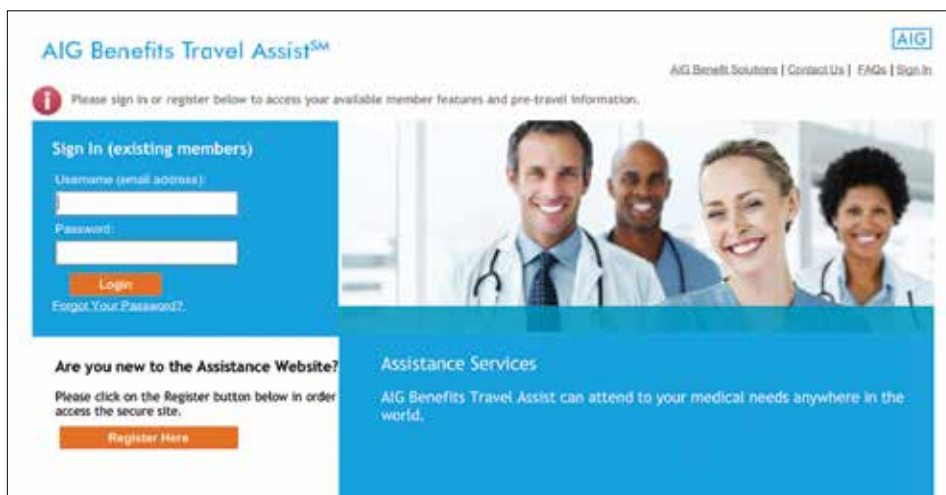


The screenshot shows the registration page for AIG Benefits Travel Assist. At the top, there is the AIG logo and navigation links for "AIG Benefit Solutions", "Contact Us", "FAQs", and "Sign In". The main heading is "Registration". Below this, a red circle with the number "1" indicates the first step: "To complete registration, fill in the information below and then click 'Submit' at the bottom of the form." A red asterisk indicates required fields. The form includes input fields for "First Name", "Last Name", "Username (email address)", and "Confirm Username (email address)". There is also a "Policy Number" field with a detailed instruction: "If your policy number begins with letters and/or zeros please enter the numbers only (e.g. if policy number is 'GTP0001234567' or '0001234567' only enter policy number '1234567'). Please make sure that extra spaces are removed before or after characters (e.g., if you copy and paste policy number please delete extra spaces that may have carried over)." At the bottom, there are two buttons: "Submit" (highlighted with a red box) and "Cancel".

Signing In

You will sign in each time you use the members-only assistance website. Please do not let other people use your username and password.

1. Go to www.aigbenefits.com/travelassist. Click on **Sign In** in the upper-right corner.
2. In the Username field, enter your email address.
3. In the Password field, enter your password.
4. Click the **Login** button.

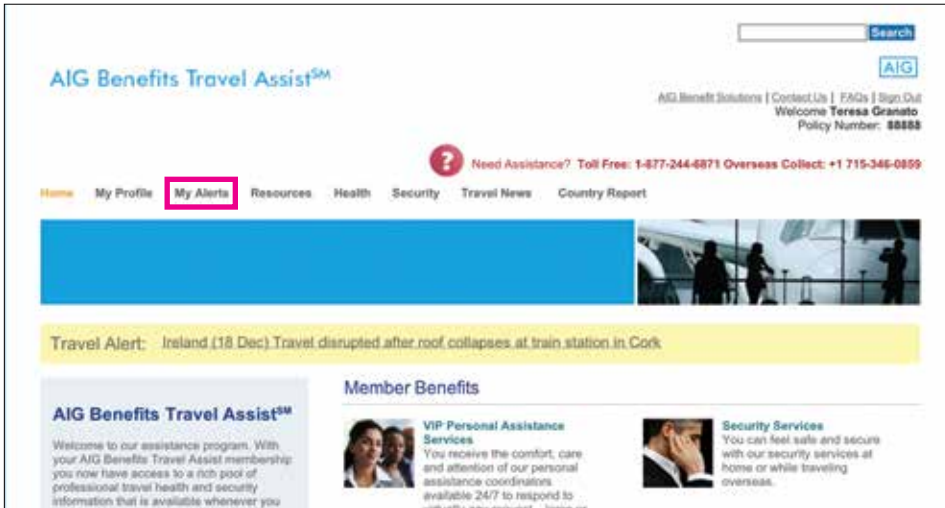


The screenshot shows the sign-in page for AIG Benefits Travel Assist. At the top, there is the AIG logo and navigation links for "AIG Benefit Solutions", "Contact Us", "FAQs", and "Sign In". The main heading is "Sign In (existing members)". Below this, there are input fields for "Username (email address)" and "Password", followed by a "Login" button. A link "Forgot Your Password?" is also present. On the right side, there is a photograph of four smiling healthcare professionals. Below the photo, there is a section titled "Assistance Services" with the text: "AIG Benefits Travel Assist can attend to your medical needs anywhere in the world." At the bottom left, there is a section titled "Are you new to the Assistance Website?" with the text: "Please click on the Register button below in order access the secure site." and a "Register Here" button.

Email Alerts

Members can sign up to receive real-time email alerts on emerging situations specific to the areas where they are traveling or staying.

1. Go to **www.aigbenefits.com/travelassist** and sign in.
2. Click on **My Alerts** from the member-only assistance website navigation bar.



Email Alerts (continued)

3. On the My Alerts page, there are three different types of email alerts members can sign up for:

A. **Security Daily News**
 You are currently not subscribed to receive daily news. **Subscribe**
 Subscribe to email reports sent each weekday, covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news from around the world.

B. **Security Travel Alerts for your trip**
 Sign up to receive email alerts of any significant safety or security developments in your travel destination.
 To select multiple countries, hold down the CTRL key while clicking on country names. To select multiple countries in a row, hold down the SHIFT key. To select ALL countries click on the "Select All Countries" button.
 Unsubscribe from All Add
 Travel Destination: [List of countries including Afghanistan, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension Island, Australia, Austria, Azerbaijan, etc.]
 Travel Date: [] Return Date: [] Alert Type: [Email]
 Select All Countries Cancel Selection
 Please Contact Us if you need any help subscribing to email alerts for a country not listed.
 Subscribe

C. **Security Travel Alerts for your Frequently Traveled Destinations**

Email Alert	Description	Opt-in Options	Frequency
A. Daily News	Summary of global events	Subscribe or unsubscribe at any time.	Daily, Monday to Friday
B. Travel Alert	Specific country alerts sent out based on your travel itinerary's specific time period	Select countries and travel departure/return dates. Alerts will automatically begin and end based on the travel dates you enter.	365 days a year shortly after an incident or prior to an incident
C. Frequently Traveled Destinations	Specific country alerts (not tied to itinerary travel dates)	Select countries you are interested in receiving alerts for. Alerts will automatically begin the day after you subscribe. Alerts will stop if you select "unsubscribe."	365 days a year shortly after an incident or prior to an incident

Daily News

Subscribing to receive Daily News email alerts.

Need Assistance? Toll Free: 1-877-244-6871 Overseas Collect: +1 715-346-8659

Home My Profile **My Alerts** Resources Health Security Travel News Country Report

My Alerts

Please Contact Us if you need any help subscribing to our email alerts.

Security Daily News
 You are currently not subscribed to receive daily news. **Subscribe**
 Subscribe to email reports sent each weekday, covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news from around the world.

Security Travel Alerts for your trip
 Sign up to receive email alerts of any significant safety or security developments in your travel destination.

Click on the **Subscribe** button in order to receive Daily News email alerts. The button will change to read Unsubscribe. Simply click on **Unsubscribe** if you do not wish to receive Daily News.

Travel Alerts

Subscribing to receive Travel Alerts emails for trip(s).

Security Travel Alerts for your trip

Sign up to receive email alerts of any significant safety or security developments in your travel destination.

To select multiple countries, hold down the CTRL key while clicking on country names. To select multiple countries in a row, hold down the SHIFT key. To select ALL countries click on the "Select All Countries" button.

Unsubscribe from All **Add**

Travel Destination	Travel Date	Return Date	Alert Type
Alghanistan, AFG Albania, ALB Algeria, DZA American Samoa, ASM			Email

- Click on **Travel Destination** and select a country from the drop-down list.
- Click on **Travel Date** and a calendar will appear. Pick a travel departure date.
- Click on **Return Date** and a calendar will appear. Pick a travel return date.
- Leave **Alert Type** as-is.
- Click on the **Subscribe** button.
- In order to add multiple destinations, click on the orange **Add** button and repeat the above steps.

In the event that your travel plans change, you can modify or unsubscribe from the existing alerts as shown in the image below:

Security Travel Alerts for your Frequently Travelled Destinations

Sign up to receive email alerts of any significant safety or security developments in your frequently travelled destinations.

To select multiple countries, hold down the CTRL key while clicking on country names. To select multiple countries in a row, hold down the SHIFT key. To select ALL countries click on the "Select All Countries" button.

Unsubscribe from All **Add**

Travel Destination

Subscribing to receive Frequent Travel Destination emails for country information.

The screenshot shows a web form for subscribing to travel destination alerts. On the left, a drop-down menu titled "Travel Destination" is open, displaying a list of countries and territories including Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension Island, Australia, Austria, Azerbaijan, and Bahamas. Below the list are two buttons: "Select All Countries" and "Cancel Selection". To the right of the drop-down is an "Alert Type" dropdown menu currently set to "Email". At the bottom right of the form is a "Subscribe" button. A small note at the bottom left states: "Please do not click the 'Add' button if you are subscribing to email alerts for a country not listed."

- A. Click on **Travel Destination** and select a country from the drop-down list.
- B. Leave **Alert Type** as-is.
- C. Click on the **Subscribe** button.
- D. In order to add multiple countries, click on the orange **Add** button and repeat the above steps.

In the event that you wish to update the country, you can modify or unsubscribe from the existing alerts as shown in the image below:

The screenshot shows a management interface for "Security Travel Alerts for your Frequently Travelled Destinations". It includes instructions on how to select multiple countries using keyboard shortcuts (CTRL and SHIFT). At the top right, there are two orange buttons: "Unsubscribe from All" and "Add". Below this, there is a table with two columns: "Travel Destination" and "Alert Type". The "Alert Type" column shows "Email". At the bottom left of the table, there are two buttons: "Modify" and "Unsubscribe", both highlighted with a red box.

Issues with Email Alerts

If you are not receiving emails from the assistance website, please check with your email administrator that the “@salesforce.com” and “@travelguard.com” domains are on your company’s email Safe List. Also, check your email’s junk mail settings and add these domains to your safe-sender list.

In the event that you experience any email alert issues or other issues with the website, please email **travelassist@aigbenefits.com**.

Forgotten Password

Click on **Forgot Your Password?** (next to the **Login** button) and enter your email address. You will receive an automated email containing your temporary password. You will then be prompted to change your password.

Help

In the event that you experience any issues with the website, please email **travelassist@aigbenefits.com**.

www.aigbenefits.com

AIG Benefit Solutions® is the marketing name for the domestic benefits division of American International Group, Inc. Honeywell is a separate and unrelated entity.

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This is a summary only of products and services offered. Actual offerings may vary by group size and are subject to state insurance law, and the benefits/provisions as described may vary due to such law. All products are subject to the policy terms, conditions, limitations, reductions, exclusions and termination provisions. Please see policy and certificate for details.

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