Lifeline Plus is more than just an insurance policy; it’s a complete support network for business travellers. In addition to emergency travel, medical and security support, we provide a range of services that can be used any time – not just when making a claim.

You can access these services in a number of ways at any time:

+ **Via our mobile app**

+ **On the travel assistance website**
  www.mylifeline.co.uk

+ **Or call our assistance helpline**
  +44 (0)1273 552 922

All the emergency and assistance services described are subject to the policy cover.
To access any of these services visit: www.mylifeline.co.uk
You will need your employer’s Lifeline Plus policy number.

Services before you leave

Security awareness training
Before you travel on business you can access our e-learning security and situation awareness programme. 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
- carjacking
- kidnapping
- terrorism and unrest.

Country reports
Our country reports provide guidance about relevant issues in virtually every country you are likely to visit. You can create a customised report, which you can print or email to a preferred email address.

Emergency document storage*
You can upload important travel documents and medical details to a secure personal website.

Global news watch
Subscribe to email reports each weekday covering; political instability, civil unrest, disease outbreaks, crime patterns and terrorism news, from around the world.

Services when you’re travelling

Emergency medical and travel assistance
If you need assistance call our 24/7 emergency helpline on +44 (0)1273 552 922. Our multi-lingual staff have experience dealing with hospitals and clinics worldwide, and are supported by medical consultants and nursing staff, to help you get the most appropriate medical treatment.

Security travel alerts
An emergency alert service via text or email. Let us have your contact mobile phone number or email address, together with the country you are visiting, and we will send text alerts and emails that will keep you ahead of changing political situations or severe weather conditions which might disrupt your trip.

Other assistance services
- Emergency message relay – to family and business associates
- Lost ticket & baggage location – help with replacement of lost or stolen tickets, passports or travel documents, and location of lost baggage
- 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.

Any time services

Medical second opinion*
Anyone insured under a Lifeline Plus policy (including partners and children) can get a free medical second opinion from a leading specialist, following their initial diagnosis. All new medical conditions diagnosed whilst you are insured are covered.

Concierge service
Our concierge service provides free information and advice for our insureds at home or abroad: From recommendations for plumbers to details of the nearest restaurant.

MyHealthPortal* – 24/7 remote medical support
MyHealthPortal is an online health clinic providing access to fully trained nurses in the UK via phone, email, SMS, online chat or Skype. You can use the service for medical issues ranging from queries on common health problems, through to getting health information on losing weight, quitting smoking or blood pressure and cholesterol control.
AIG Travel Assistance App

Our mobile app puts a wealth of valuable information at your fingertips and has a quick-call Help button that immediately connects you to emergency travel, medical and security assistance. You can even notify selected contacts when you arrive safely via the geo-fenced check-in tool.

Emergency assistance card

Keep the enclosed card with you at all times when travelling on business. Please always contact us if you require medical attention.

Save the emergency assistance number to your mobile phone so you can contact us quickly in case of an emergency.

When contacting us, please always provide:
1. the name of your employer and the policy number
2. your name, location and country of residence
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.
Claims information

You can make a claim by contacting the department responsible for your employer’s insurance. A claim form should be completed and submitted to AIG. This can be obtained from your employer or can be downloaded from www.mylifeline.co.uk. You can notify AIG of a claim via the AIG Travel Assistance app or website.

Contact Details

Emergency medical and travel assistance 24/7
Tel: +44 (0)1273 552 922

Money and personal property claims
Tel: 0344 892 0319 (UK only)
Tel: +44 (0)20 7359 3433 (Worldwide)
Email: lifelinebaggageclaims@aig.com
(Open 8am-6pm Mon-Fri UK time)

All other claims:
Tel: +44 (0)34 5602 9429
Email: claimsuk@aig.com
(Open 9.15am – 5pm Mon-Fri UK time)

Post: The Accident & Health Claims Department, AIG UK, The AIG Building, 2 – 8 Altyre Road, Croydon CR9 2LG

All other enquiries
Tel: +44 (0)1273 552 922
(Open 24 hours a day, 7 days a week)

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

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

Service providers
Whilst American International Group UK 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.

Non-insurance benefits which are provided through AIG offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide third party partners. Expenses for goods and services provided by third party partners are the responsibility of the traveller.

*These services are provided by third party companies.

All of the emergency and assistance services described are subject to the policy cover. Please refer to your policy wording for full details of benefits, terms, conditions or exclusions. All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.

Service providers: Non-insurance benefits which are provided through AIG offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide third party partners. Expenses for goods and services provided by third party partners are the responsibility of the traveller. Whilst AIG UK 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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