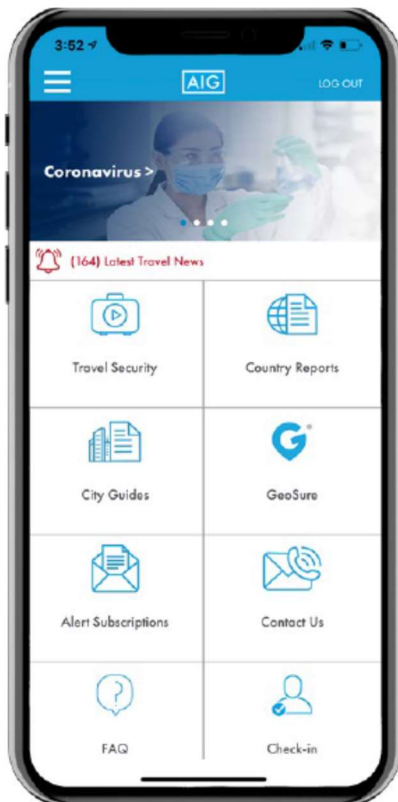







AIG Travel Assistance Mobile App

1 Introduction

AIG Travel can assist travellers if they need security and/or medical assistance while travelling, or simply some travel advice before travel. Special features include:



-  **Country Reports, City Guides and Security Advice Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to mark reports as favorites.
-  **Security Travel Alerts** contain security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address).
-  **Check-in Feature** enables travelers to seamlessly notify contacts of their safe arrivals while traveling.
-  **Location Safety Ratings provided by GeoSure®** indicate risk conditions on overall safety, physical harm, women's safety, theft, LGBTQ+ safety, political freedoms, and health for various locations within cities around the world.
-  **Security Awareness Training** online travel safety videos and knowledge tests provide basic tools and information to be an aware, organized and prepared traveler and you can receive a certificate of completion via email.

You must be a registered user to access the AIG mobile app. For this, you will need to create an account using your University email address and the University AIG policy number (0010015245).

You may read more from AIG Travel App Video Tutorial:

<http://s7d2.scene7.com/is/content/aigassets/travelguard/america-canada/us-worldwide/videos/AIG-TravelAssistanceAppDemo2019-v4-autox788-3000k.mp4>

2 AIG registration and login instructions for new users

- i) To access the full website on your desktop or tablet device, visit: www.aig.com/globalwatch.

Visit the Registration Guide section to watch a video tutorial.

Or

To access the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel. This app is only available for smartphone – not tablets.

- ii) Click on “Register”. For the app tap on “Country where coverage was purchased” and select “Global Watch”.
- iii) Provide name, email address and the University AIG policy number (0010015245). If you receive a “duplicate email” error, click on “Forgot Your Password” to reset your password.
- iv) You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assessment website access. After you have successfully logged in and accessed the secure travel assistance website, follow the instructions for mobile access. You will receive an automated email (check spam/junk folder) and allow email from noreply@salesforce.com and AIGTravelAlerts@e5.aigdigital.com) containing instructions to complete secure travel assistance website/app access.
- v) You have the option to set up Touch ID to log in using your fingerprint or Face ID to log in using facial recognition (available only for phones equipped with Touch ID or Face ID)

Once you have completed the registration, you may use the same login credentials across all entry points, including your PC via [AIG website](#) and any other mobile site.