WorldRisk

Travel Guard Assistance Website User Guide
Through WorldRisk®, you can access AIG's Travel Guard Assistance services through an exclusive, members-only website. Read below for instructions on how to register and use this free service. To use the members-only assistance website, you must first register with required information.
Registering

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

1. Go to www.aig.com/us/travelassist. Click on “Sign In” in the upper-right corner.
2. Select “Sign into WorldRisk” or “Sign into Foreign Casualty” depending on your policy.
3. Click on “Register Here” from the Sign In page.
4. Once on the Member Registration page, enter the following information:
   - First Name and Last Name
   - 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: Please enter the policy number as shown on your ID Card
5. Click the Submit button. You will receive an automated email with a temporary password. Click on the URL within 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).
Sign 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.aig.com/us/travelassist](http://www.aig.com/us/travelassist). Click on “Sign In” in the upper-right corner and select “Sign into WorldRisk®” or “Sign into Foreign Casualty” depending on your policy.
2. In the Email Address field, enter your email.
3. In the Password field, enter your password.
4. Click the Login 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.

2. Click on “My Alerts” from the member-only assistance website navigation bar.
3. On the My Alerts page there are three different types of email alerts members can sign up for:

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Subject: Travel Guard Chartis Member Portal Password

Dear Test,

This is an automated response from Travel Guard. Below is your temporary password, you will be asked to change your password after you login.

Please click below to access the Chartis portal.

https://travelguard.secure.force.com/TravelAssist/TASiteLogin?PL=Chartis

Thank you,

Travel Guard Customer Support

Username: test@travelguard.com
Password: OP58Q1IIo
A. Daily News
Subscribing to receive “Daily News” email alerts.
1. Click on the “Subscribe” button in order to receive daily news email alerts. The button will change to read Unsubscribe.
2. Simply click on “Unsubscribe” if you do not wish to receive daily news.

B. Travel Alerts
Subscribing to receive “Travel Alerts” emails for trip(s).
1. Click on “Travel Destination” and select a country from the drop-down list.
2. Click on “Travel Date”, a calendar will appear, pick a travel departure date.
3. Click on “Return Date”, a calendar will appear, pick a travel return date.
4. Leave “Alert Type” as-is.
5. Click on the “Subscribe” button.
6. In order to add multiple destinations, click on the orange “Add” button and repeat the above steps.

C. Frequent Travel Destinations
Subscribing to receive Frequent Travel Destination emails for country information.
1. Click on Travel Destination and select a country from the drop-down list.
2. Leave Alert Type as-is.
3. Click on Subscribe button.
4. In order to add multiple countries, click on the orange Add button and repeat the above steps.
5. In the event that you wish to update the country, you can modify or unsubscribe from existing alerts as shown in the image below.

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<table>
<thead>
<tr>
<th>Email Alert</th>
<th>Description</th>
<th>Opt-In Options</th>
<th>Frequency</th>
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</thead>
<tbody>
<tr>
<td>A. Daily News</td>
<td>Summary of global events</td>
<td>Subscribe or unsubscribe at any time.</td>
<td>Daily, Monday to Friday</td>
</tr>
<tr>
<td>B. Travel Alert</td>
<td>Specific country alerts sent out based on your travel itinerary’s specific time period</td>
<td>Select countries and travel departure/return dates. Alerts will automatically begin and end based on the travel dates you enter.</td>
<td>365 days a year shortly after an incident or prior to an incident</td>
</tr>
<tr>
<td>C. Frequent Travel Destinations</td>
<td>Specific country alerts (not tied to itinerary travel dates)</td>
<td>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.”</td>
<td>365 days a year shortly after an incident or prior to an incident</td>
</tr>
</tbody>
</table>
About Travel Guard

Travel Guard, an AIG company and worldwide leader in travel insurance and assistance, provides products and services to individual travelers and corporate clients around the world. With an extensive portfolio of travel coverage and a wide array of emergency, travel and personal assistance services, Travel Guard helps millions of leisure and business travelers the world over solve problems and manage risks. Our global reach unparalleled service and proven operational capabilities give our clients and policyholders best-in-class customer care.

Travel Guard delivers comprehensive single-source solutions through wholly-owned assistance centers located in Asia, Europe and the Americas. Our corporate clients benefit from Travel Guard’s global reach, combined with local expertise to provide their customers the personal touch they prefer and the global capabilities they require. Through cutting-edge technology, innovative products and our consultative partnership approach, we consistently deliver solutions that exceed the needs of our clients.

American International Group, Inc. (AIG) is a leading international insurance organization serving customers in more than 130 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. Products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Not all products and services are available in every jurisdiction, and insurance coverage is governed by actual policy language. Certain products and services may be provided by independent third parties. Insurance products may be distributed through affiliated or unaffiliated entities. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.