Worldwide Travel Assistance

Travel may be hassle-free with this complete suite of travel help. Our assistance coordinators can help arrange most of your travel affairs and are always connected to the latest travel information.

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Inoculation information
- Long-distance calling cards for worldwide telephoning
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance

Emergency Travel Assistance

AIG's Travel Guard keeps your travelers on the move. A unique service that is like having a dedicated around-the-clock travel counselor just a phone call away to solve last-minute travel problems or emergencies.

- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside Assistance
- Rental vehicle return
- Guaranteed hotel check-in
- Missed connections coordination

Non-insurance services provided by the service companies of Travel Guard Worldwide, Inc., an AIG Company. They offer traveler assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler.

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AIG Bring on tomorrow

ASSISTANCE SERVICES

- **Worldwide Travel Assistance**
- **Personal Security Services**
- **Medical Assistance**
- **VIP Personal Assistance Services**
- **Emergency Travel Assistance**

To activate your assistance website services, please log on to: www.aig.com/travelguardassistance

Click on 'Sign In' and register to become a new member. You will need to have your seven digit policy number available in order to complete your registration.



Welcome to AIG

Through AIG's Travel Guard, our wholly-owned global assistance operation, we provide the confidence that help is only a phone call away if the unexpected happens while you are traveling.

AIG

Personal Security Services

Feel safe and secure with our Personal Security Services at home or while traveling. Regional and subject matter specialists are on call to assist with up-to-the minute, destination-specific advisories.

SECURITY:

- Security evacuation assistance
- Deployment of consultants to extract client to safety
- Security and safety advisories, global risk analysis and consultation specialist
- Immediate security support
- Confidential storage of personal & medical profile for use in emergency situations
- On-line security web information
- Review and resolve victim's issues
- Collaborate with law enforcement to ensure apprehension and prosecution of victim assailants

IDENTITY THEFT:*

- Assist with ordering/reviewing credit bureau reports
- Assist with investigation of financial accounts
- Assist in coordinating communication with creditors
- Assist in identifying proper law enforcement
- Assist victim in reviewing account activity
- Obtain additional resources as needed

* Identity theft services are not available for residents in New York or outside the United States

VIP Personal Assistance Services

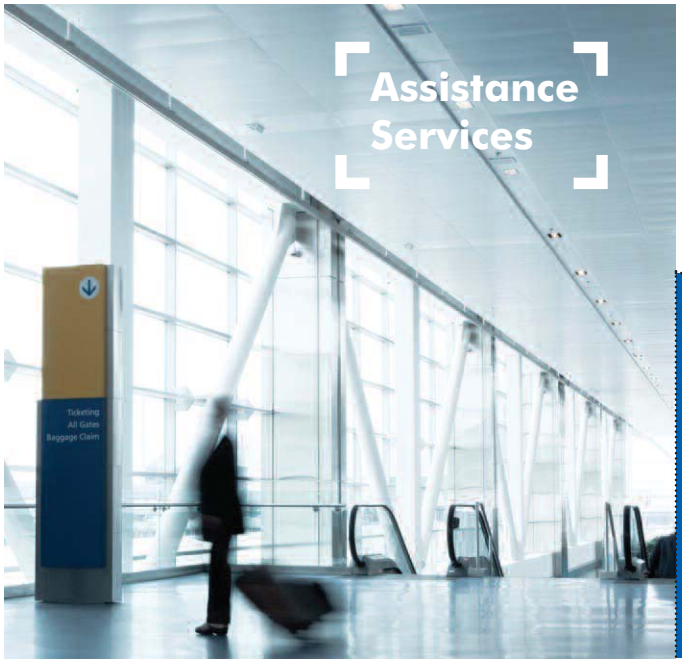
Receive the comfort, care, and attention of our personal assistance coordinators available 24/7 to respond to virtually any request — large or small.

- Restaurant referrals and reservations
- Event ticketing
- Ground transportation coordination
- Golf tee time reservations and referrals
- Wireless device assistance
- Latest worldwide weather and ski reports
- Floral services
- Private air charter assistance
- Cruise charter assistance
- Latest sports scores
- Find, wrap, and deliver one-of-a-kind gifts
- Movie and theater information
- Latest stock quotes
- Special occasion reminders and gift ideas
- Lottery results
- Local activity recommendations

Medical Assistance

From physician referrals to coordination of medical evacuations, we help ensure that most travelers' medical needs are met with expediency and provide the assurance that we can help you find appropriate medical care anywhere in the world.

- Emergency medical evacuation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement



Please detach and carry with you at all times during the course of your trip.

ASSISTANCE SERVICES

GROUP NAME: University of Miami
POLICY #: SRG0009136507 / WR10005763
TOLL-FREE: 1-800-401-2678
INTERNATIONAL COLLECT: 1-817-826-7008
CUSTOMER SERVICE E-MAIL: assistance@aig.com

AIG