

AMBASSADOR

Business Travel Accident Insurance

Website
User Guide



The **confident** way to travel.

Policy issued by:

National Union Fire Insurance Company of Pittsburgh, Pa.,
with its principal place of business in New York, NY.

AIG Benefit Solutions®

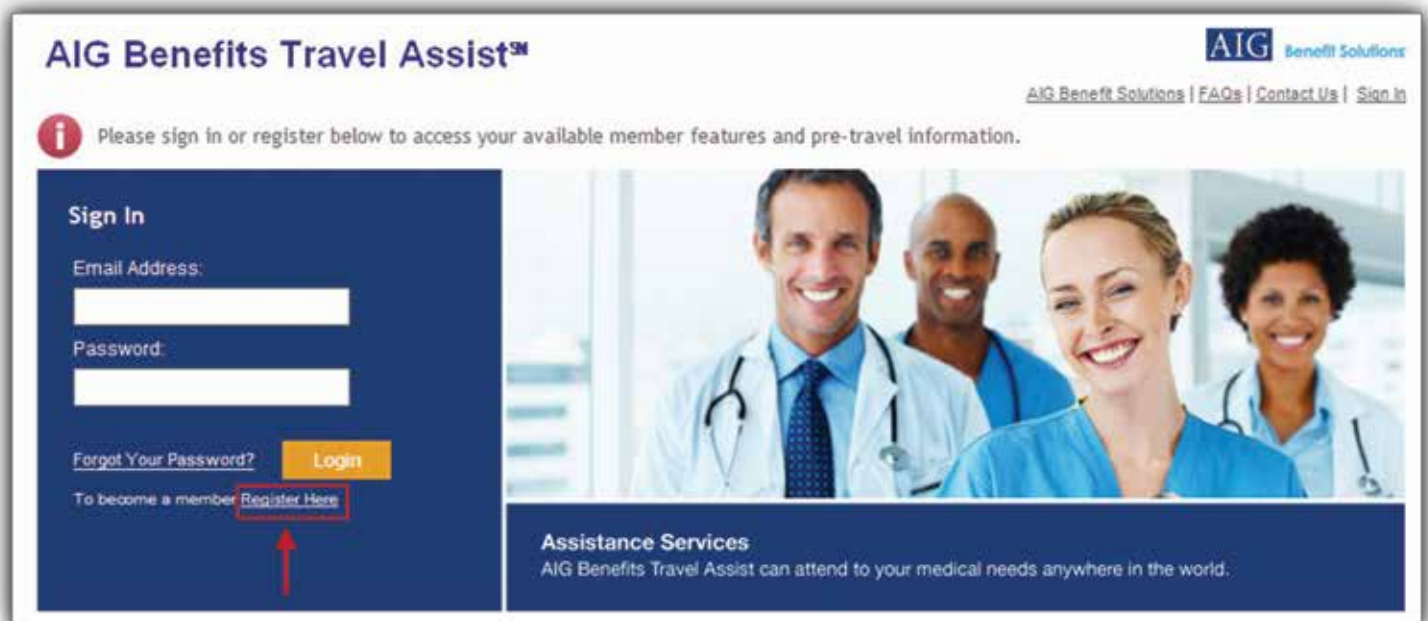
AIG Benefits Travel AssistSM

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

Registering

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

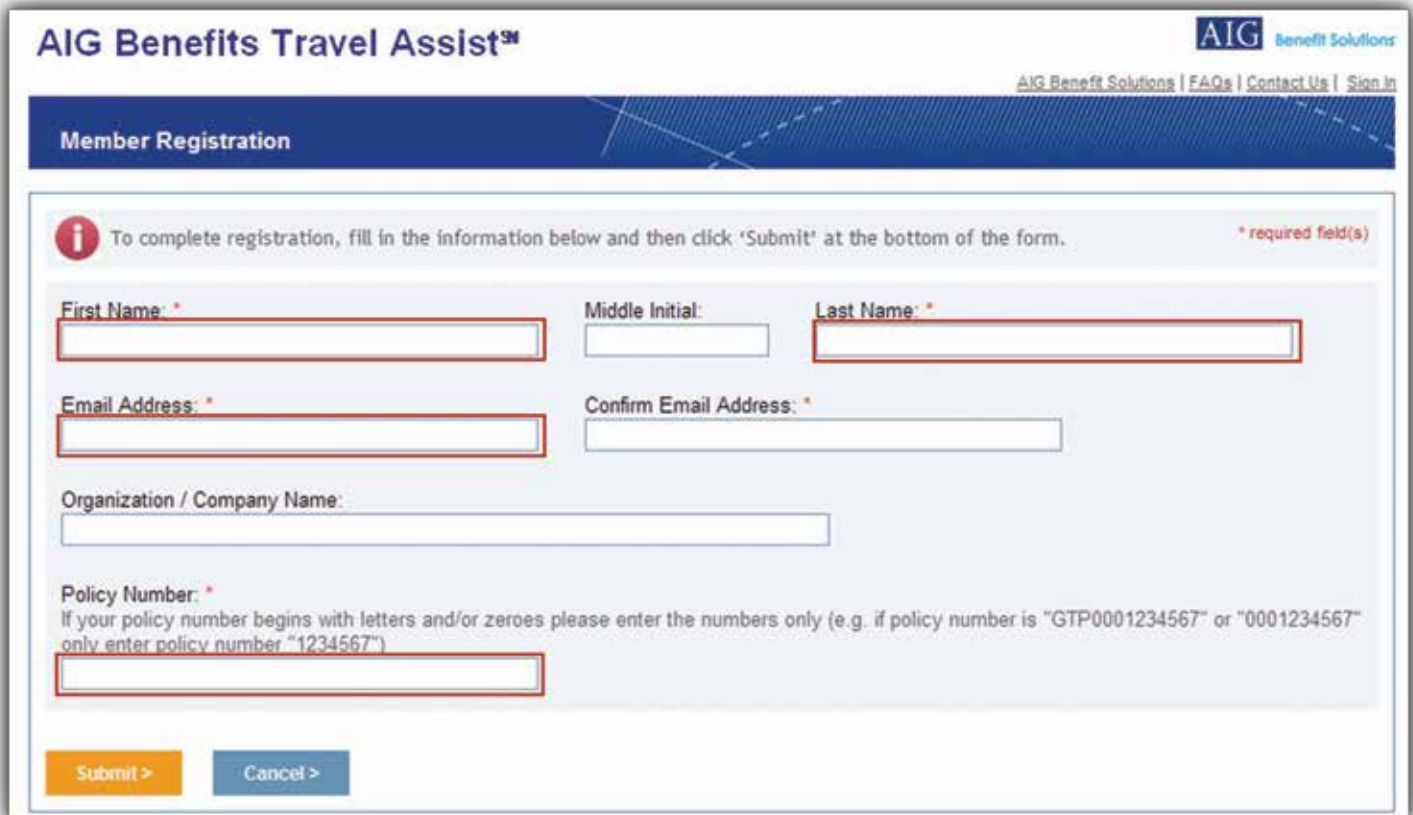


The screenshot displays the AIG Benefits Travel Assist website interface. At the top left, the logo "AIG Benefits Travel AssistSM" is visible. In the top right corner, there is a navigation menu with links for "AIG Benefit Solutions", "FAQs", "Contact Us", and "Sign In". Below the navigation, a message icon (i) states: "Please sign in or register below to access your available member features and pre-travel information." The main content area is split into two sections. On the left, a dark blue "Sign In" panel contains input fields for "Email Address:" and "Password:", a "Forgot Your Password?" link, a yellow "Login" button, and a "Register Here" link highlighted with a red box and a red arrow pointing to it. On the right, there is a photograph of four smiling healthcare professionals (three men and one woman) in white lab coats. Below the photo, a dark blue banner reads "Assistance Services" and "AIG Benefits Travel Assist can attend to your medical needs anywhere in the world."

Registering (continued)

3. Once on the Member Registration page, enter the following information:

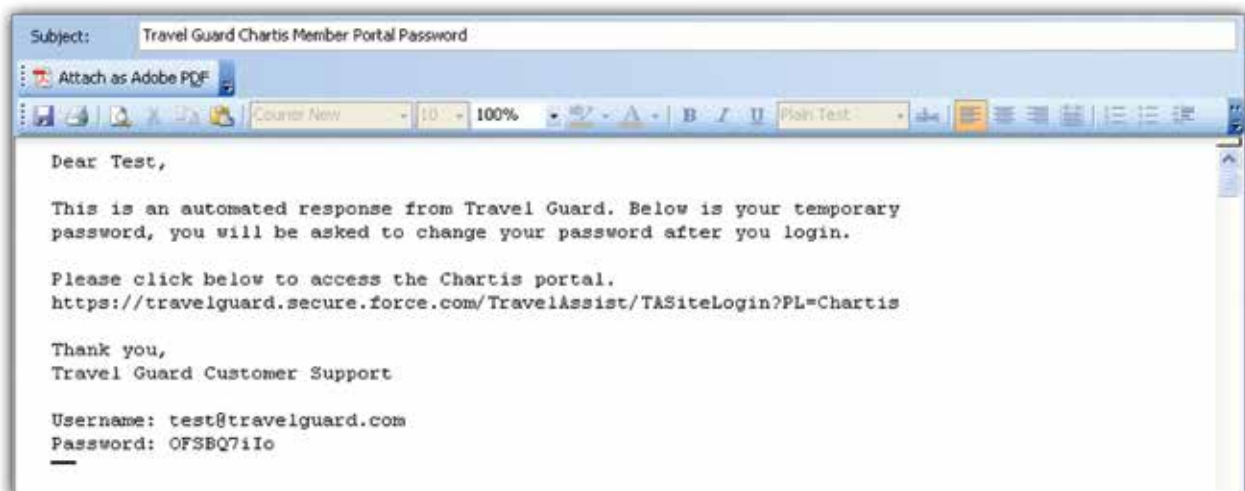
- **Email address:** Enter the email address where you want to receive travel alerts and emails regarding your password. This will also serve as your username.
- **Policy number:** If your policy number begins with letters and/or zeroes, please enter the numbers only (e.g., if the policy number is "GTP1234567"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



The screenshot shows the 'Member Registration' page for AIG Benefits Travel Assist. The page has a blue header with the AIG logo and 'Benefit Solutions' text. Below the header, there are navigation links for 'AIG Benefit Solutions', 'FAQs', 'Contact Us', and 'Sign In'. The main content area is titled 'Member Registration' and contains a registration form. The form includes fields for 'First Name', 'Middle Initial', 'Last Name', 'Email Address', 'Confirm Email Address', 'Organization / Company Name', and 'Policy Number'. A red box highlights the 'Policy Number' field. Below the form are 'Submit' and 'Cancel' buttons. A message at the top of the form states: 'To complete registration, fill in the information below and then click 'Submit' at the bottom of the form. * required field(s)'.

4. 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).



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 Email Address field, enter your email.
3. In the Password field, enter your password.
4. Click the **Login** button.

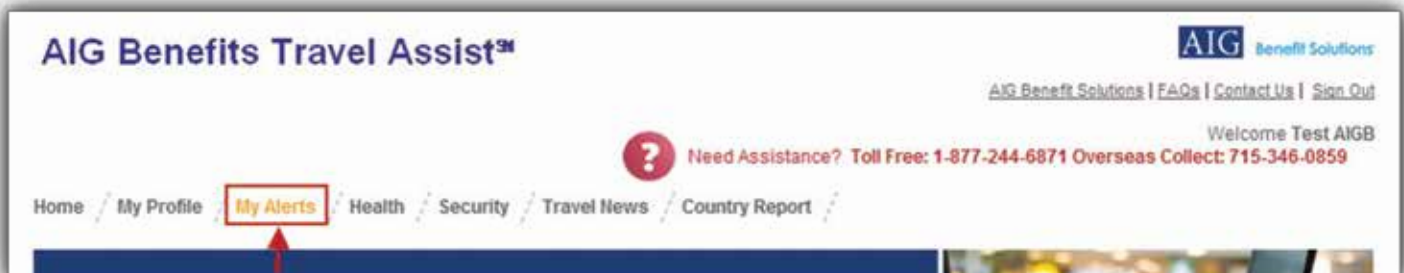


The screenshot shows the AIG Benefits Travel Assist Sign In page. The header includes the AIG logo and "Benefit Solutions" text. Below the header, there are links for "AIG Benefit Solutions", "FAQs", "Contact Us", and "Sign In". A message icon with an 'i' in a red circle is followed by the text: "Please sign in or register below to access your available member features and pre-travel information." The main content area is split into two sections. On the left, a dark blue box contains the "Sign In" form with fields for "Email Address" and "Password", a "Forgot Your Password?" link, a "Login" button, and a "Register Here" link. On the right, there is a photograph of four healthcare professionals (three men and one woman) in white lab coats and blue scrubs, smiling. Below the photo, a dark blue box contains the text: "Assistance Services" and "AIG Benefits Travel Assist can attend to your medical needs anywhere in the world."

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:

AIG Benefits Travel AssistSM AIG Benefit Solutions

[AIG Benefit Solutions](#) | [FAQs](#) | [Contact Us](#) | [Sign Out](#)

Welcome Test AIGB
Need Assistance? Toll Free: 1-877-244-6871 Overseas Collect: 715-346-0859

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

My Alerts

Please click [Contact Me](#) if you would like us to contact you regarding your travel arrangements.

A. 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. Travel Alerts for your trip
Sign up to receive email alerts of any significant safety or security developments in your travel destination. [Add](#)

Travel Destination	Travel Date	Return Date	Alert Type
Syria	07/26/2012	08/03/2012	Email

[Modify](#) [Unsubscribe](#)

Alerts received last 30 days

C. Frequent Travel Destination
Sign up to receive email alerts of any significant safety or security developments in your travel destination. [Add](#)

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. FREQUENT TRAVEL 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.



AIG Benefits Travel Assist™

AIG Benefit Solutions

Need Assistance? Toll Free: 1-877-244-6871 Overseas Collect: 715-346-0859

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

Welcome Test AIGB

My Alerts

Please click [Contact Me](#) if you would like us to contact you regarding your travel arrangements.

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.

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).



Travel Alerts for your trip

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

[Add](#)

Travel Destination:

Travel Date:

Return Date:

Alert Type:

If travelling to a country not listed, please [Contact Me](#)

[Subscribe](#)

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

Travel Alerts (continued)

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

Travel Alerts for your trip

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

Travel Destination	Travel Date	Return Date	Alert Type
Spain	08/13/2012	08/17/2012	Email

[Add](#) [Modify](#) [Unsubscribe](#)

Travel Destination

Subscribing to receive Frequent Travel Destination emails for country information.

Frequent Travel Destination

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

[Add](#)

Travel Destination: Alert Type:

If travelling to a country not listed, please [Contact Me](#)

[Subscribe](#)

- Click on **Travel Destination** and select a country from the drop-down list.
- Leave **Alert Type** as-is.
- Click on **Subscribe** button.
- 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:

Frequent Travel Destination

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

[Add](#)

Travel Destination	Alert Type
Bolivia	Email

[Modify](#) [Unsubscribe](#)

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.

Insurance underwritten by:

National Union Fire Insurance Company of Pittsburgh, Pa.

New York, New York

Policy form number: C11860DBG

www.aigbenefits.com

AIG Benefit Solutions® is the marketing name for the domestic benefits division of American International Group, Inc.

The underwriting risks, financial and contractual obligations and support functions associated with products issued by National Union Fire Insurance Company of Pittsburgh, Pa., are its responsibility. National Union Fire Insurance Company of Pittsburgh, Pa., has its principal place of business in New York, NY. Coverage may not be available in all states.

This is only a brief description of the coverage(s) available. All products are subject to the policy terms, conditions, limitations, reductions, exclusions and termination provisions. 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. Please see policy and certificate for details.

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Benefit Solutions®