Website 
User Guide

AMBASSADOR 
Business Travel Accident Insurance

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 Benefits Travel Assist℠

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.
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”).

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](http://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.

---

**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](http://www.aigbenefits.com/travelassist) and sign in.
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:

<table>
<thead>
<tr>
<th>EMAIL ALERT</th>
<th>DESCRIPTION</th>
<th>OPT-IN OPTIONS</th>
<th>FREQUENCY</th>
</tr>
</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>
**Daily News**

Subscribing to receive Daily News email alerts.

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).

A. Click on **Travel Destination** and select a country from the drop-down list.
B. Click on **Travel Date**, a calendar will appear, pick a travel departure date.
C. Click on **Return Date**, a calendar will appear, pick a travel return date.
D. Leave **Alert Type** as-is.
E. Click on **Subscribe** button.
F. 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:

A. Click on Travel Destination and select a country from the drop-down list.
B. Leave Alert Type as-is.
C. Click on Subscribe button.
D. 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:
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 Forgotten 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.