

# Global Travel Assistance Services for Educational Organizations

Traveling requires attention to a number of unique details. A study from the Forum on Education Abroad shows that mitigating health and safety risks is a fundamental goal of all stakeholders in education abroad.<sup>1</sup> You are covered with business travel accident insurance along with travel assistance services to help you with travel mishaps or emergencies during your trip; this insurance coverage is provided by your educational organization. Whether it's a medical emergency, flight delay or lost luggage, we are here 24 hours a day, 7 days a week to support you.

This insurance only covers the traveler while on the trip, not before or after.

For the travelers of  
The Board of Regents of the University of Nebraska, et al

## HIGHER EDUCATION ID CARD

Policyholder: The Board of Regents of the University of Nebraska, et al  
Policy Number: 9157885; 9157884 for HI and AK

Toll-Free/Free Phone (within the U.S.): [1-877-832-3523](tel:1-877-832-3523)  
Collect/Reverse Charge (outside the U.S.): [+1-715-295-1194](tel:+1-715-295-1194)  
Email: [assistance@aig.com](mailto:assistance@aig.com)  
[aig.com/us/travelguardassistance](https://aig.com/us/travelguardassistance)

## 24/7 Assistance Services

### Medical Assistance

- › Medical evacuation assistance
- › Hospital and provider assistance
- › Emergency prescription replacement assistance
- › Assistance with the renting and/or replacement of medical equipment

### Travel Assistance

- › Lost/stolen baggage assistance
- › Lost passport/travel documents assistance
- › ATM locator
- › Emergency telephone interpretation coordination
- › Legal/bail bond referrals
- › Embassy and consulate information

### Concierge Services

- › Restaurant referrals and reservations
- › Event ticketing
- › Ground transportation coordination
- › Wireless device assistance

### Identity Theft Assistance<sup>2</sup>

- › Account activity monitoring assistance
- › Financial account investigation assistance
- › Credit review and fraud detector assistance
- › Social Security personal earnings and benefits statement assistance
- › Collaborate with law enforcement

### Assistance Website and Mobile App

- › Travel Security Awareness Training online instruction modules
- › Country reports
- › Travel alerts

### Security Assistance

- › Security evacuation assistance with on-the-ground physical response
- › Security and safety advisories
- › 24-hour response services to travelers and their families during an incident
- › Online access to up-to-date security intelligence

Expenses incurred from third-party vendors as well as AIG administrative case fees for assistance services not covered as part of a filed insurance plan are the responsibility of the policyholder.

To learn more or access your assistance website services, visit and download the AIG Travel assistance mobile app on Apple or Android, or visit [aig.com/us/travelguardassistance](http://aig.com/us/travelguardassistance)

1. <http://www.tlcorporate.com/2017-business-trends-survey-from-travel-leaders-group-forecasts-steady-growth-for-corporate-travel/>

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

Travel assistance services are provided by AIG Travel, Inc., a member of American International Group, Inc. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services. Non-insurance services provided by AIG Travel and/or its subsidiaries offer assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. AIG Accident & Health is the marketing name for the domestic benefits division of American International Group, Inc.

The Board of Regents of the University of Nebraska, et al is separate and unrelated

## 24/7 Travel Assistance Services ID Card

Contact in the event of:

- › Emergencies
- › Eligibility verification
- › Medical evacuations
- › Assistance services
- › Benefit plan contact information

To access your 24/7 Assistance Services website, visit [aig.com/us/travelguardassistance](http://aig.com/us/travelguardassistance) or download the AIG Travel assistance app to your Apple or Android smartphone. Register with your policy number (using numerals only).

Report claims to [AHClaims@aig.com](mailto:AHClaims@aig.com)  
Accident & Health Claims Dept. | PO Box 25987 |  
Shawnee Mission, KS 66225