A lifeline if you need one

Lifeline Plus provides insured persons with business travel services, including all-important emergency assistance, and a range of online and telephone based services that can be used at any time – not just when a claim is being made.

All the emergency and assistance services described are subject to the policy cover.

Services before you leave

Travel Angel – Online security and situation awareness training
Before you travel on business you can access our e-learning security and situation awareness programme. It’s simple to access and use and provides practical advice about:

- personal security
- preparation and arrival
- travel health risks
- getting around
- street crime and robbery
- carjacking
- kidnapping
- terrorism and unrest.

Country guides
Our country guides provide guidance about relevant issues in virtually every country you are likely to visit. You can create a customised report, which you can print or email to a preferred email address.

Emergency document storage
You can upload important travel documents and medical details to a secure personal website.

Daily news reports
Subscribe to email reports each weekday covering; political instability, civil unrest, disease outbreaks, crime patterns and terrorism news, from around the world.

Services when you’re travelling

Emergency medical and travel assistance
If you need assistance call our 24/7 emergency helpline on +44 (0)1273 552 922. Our multi-lingual staff have experience dealing with hospitals and clinics worldwide, and are supported by medical consultants and nursing staff, to help you get the most appropriate medical treatment.

Other assistance services
- Emergency message relay – to family and business associates
- Lost ticket & baggage location – help with replacement of lost or stolen tickets, passports or travel documents, and location of lost baggage
- Port/airport assistance – we’ll liaise with your carrier if you’re delayed on the way to your departure point and make onward travel arrangements, if necessary
- Legal referral – to an Embassy, Consulate or other source of legal advice, including an English speaking lawyer.

SMS and email security alerts
An emergency alert service via text or email. Let us have your contact mobile phone number or email address, together with the country you are visiting, and we will send text alerts and emails that will keep you ahead of changing political situations or severe weather conditions which might disrupt your trip.

Any time services

MyHealthPortal – 24/7 remote medical support
MyHealthPortal is an online health clinic providing access to fully trained nurses in the UK via phone, email, SMS, online chat or Skype. You can use the service for medical issues ranging from queries on common health problems, through to getting health information on losing weight, quitting smoking or blood pressure and cholesterol control.

Second opinion
Anyone insured under a Lifeline Plus policy (including partners and children) can get a free medical second opinion from a leading specialist, following their initial diagnosis. All new medical conditions diagnosed whilst you are insured are covered.

Concierge service
Our concierge service provides free information and advice for our insureds at home or abroad: From recommendations for plumbers to details of the nearest restaurant.

To access any of these services visit: www.mylifeline.co.uk
You will need your employer’s Lifeline Plus policy number.
Claims information

You can make a claim by contacting the department responsible for your employer’s insurance. A claim form should be completed and submitted to the Insurer. This can be obtained from your employer or can be downloaded from www.mylifeline.co.uk

Contact details

Emergency medical and travel assistance 24/7
Tel: +44 (0)1273 552 922

Money and personal property claims
Tel: +44 (0)20 7359 3433
(Open 8am-6pm Mon-Fri UK time)

All other claims:
Tel: +44 (0)84 5602 9429
+44 (0)20 8253 7401
Fax: +44 (0)20 8253 7569
Email: claimsuk@aig.com
(Open 9.15am – 5pm Mon-Fri UK time)

Post:
The Accident & Health Claims Department,
AIG Europe Limited, The AIG Building,
2 – 8 Altyre Road, Croydon CR9 2LG

All other enquiries
Tel: +44 (0)1273 552 922
(Open 24 hours a day, 7 days a week)

Please note: unless your employer has pre-authorised all claims, payment of a claim will require your employer’s authorisation. All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.

Cover queries
Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance cover.

Service providers
Whilst AIG Europe Limited (AIG) takes every care in selecting business partners to provide the assistance services described in this brochure, AIG cannot accept responsibility for any advice given, or information or assistance provided.

To access any of these services visit: www.mylifeline.co.uk
You will need your employer’s Lifeline Plus policy number.

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Bring on tomorrow

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