AIG Travel Assistance website
www.mylifeline.co.uk

Our assistance website will help you prepare for a trip and support you while you’re travelling. Accessible via a desktop computer, tablet or smartphone, it provides a range of services that will keep you safe and informed while abroad, including:

- **Security awareness training**
  - An online programme about travel security and situation awareness.

- **Country reports**
  - Guidance about safety, health and travel issues throughout the world.

- **Security travel alerts**
  - An email and SMS alert service to keep you informed about evolving situations that could disrupt your trip.

- **Global News Watch**
  - Daily email roundup covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism worldwide.

- **Claims**
  - Claims are made simple through a claims notification tool.

**Access to help and advice – anytime, anywhere**

Lifeline Plus is more than just an insurance policy; it’s a complete support network for business travellers. In addition to emergency travel, medical and security assistance, we provide a range of services that can be used any time – not just when making a claim.

**AIG Travel Assistance app**

Our mobile app puts a wealth of valuable information at your fingertips and has a quick-call Help button that immediately connects you to emergency travel, medical and security assistance. You can even notify selected contacts when you arrive safely via the geo-fenced check-in tool.

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

To access these services and download the app, visit [www.mylifeline.co.uk](http://www.mylifeline.co.uk)

You will need your employer’s Lifeline Plus policy number.

**UOR Policy No. 0010016165**

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