

AIG Travel Assistance App

Download the App for Convenient Access to Travel Assistance Services

Help at your fingertips, fast

With increasing travel security and health risks, navigating the world of international travel requires a new level of

One Touch 'Help' Button connects travelers directly to emergency travel assistance.

Assistance ID Card can be accessed via the app in the event the physical card is forgotten or lost

Country Reports provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories

Medical Translations Tool translates medical terms and phrases into multiple languages

Drug Brand Equivalency Tool generates drug brand names and their equivalent names for multiple countries

***Security Awareness Training** delivers online travel safety videos and knowledge tests to be an aware, organized and prepared traveler.

† Mobile app is only available on smartphone – not tablet

* Mobile app availability and features vary by policy holder access

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance solutions and assistance. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at



Registration and Login Instructions

Registration Instructions for NEW USERS on Desktop or Mobile

1. To access the full website, visit www.aig.com/us/casualty/travelguardassistance on your desktop or smartphone/ tablet device.
1. To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android. The app is only available on smartphones – not tablets



2. Click on the "Register Here" button.
3. Provide name, email address (email address serves as your username) and policy number (if you do not know your policy number please contact your Human Resources or Risk Management Team).
4. You will receive an automated email containing instructions to create a personal password.

Instructions for EXISTING USERS on Desktop or Mobile

1. To access the full website, go to www.aig.com/us/casualty/travelguardassistance on your desktop or smartphone/ tablet device and log in with your existing credentials.
2. To access the mobile app on Apple, visit www.aig.com/travelapp/apple or Android, visit www.aig.com/travelapp/android and log in with your existing credentials. The app is only available on smartphones – not tablets