Crisis Management

EMERGENCY ACTION CONTACT

DO NOT KEEP ON YOUR PERSON.
Only Authorized Home Office Personnel should have access to this information.

In the event of a crisis or emergency, call immediately:

**24-Hour Crisis Center**
1-866-WANT-HLP
(1-866-926-8457)
Toll-Free from U.S. & Canada

OR

_Call Collect_
1-713-260-5500
Worldwide Access

EMERGENCY PROCEDURES

1. **BE PREPARED TO REPORT:**
   Who, what, when, where, why
   Deadlines and demands

2. **KEEP A WRITTEN LOG** of all events and actions, include dates and times

3. **ALERT** your Crisis Management Team

4. **PROTECT** all evidence

5. **DO NOT REVEAL** any information to anyone who does not need to know -- this includes the media.

_Contacting the Crisis Center assures a timely response to your situation._
The availability of services is subject to the terms and conditions of the policy to the insured. All products are written by insurance company subsidiaries or affiliates of American International Group, Inc.

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and global assistance. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services, including medical 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.

In all cases, the medical professional, medical facility and/or attorney suggested by AIG Travel to the eligible person pursuant to the Service Agreement (Agreement) are not employees or agents of AIG Travel, and the final selection of the medical professional, medical facility and/or legal counsel is the insured's choice. AIG Travel assumes no responsibility for any medical advice and/or legal counsel given by the medical professional, medical facility and/or attorney, nor shall AIG Travel be liable for the negligence or other wrongful acts or omissions of any of the legal and/or health care professionals providing direct service pursuant to the Agreement. The insured shall not have any recourse against AIG Travel by reason of its suggestion of, or contact with, a medical professional, medical facility and/or attorney.

AIG Travel makes every effort to refer the insured to the appropriate providers and is not responsible for the quality of results provided. Services shall not be available if the insurance policy or specific coverage is no longer in effect or the policy limit has been exhausted. By requesting assistance, the insured agrees to assign AIG Travel the right to recover any incurred expenses from any of the insured's responsible insurers.

Call AIG Travel, when you are traveling outside the USA and Canada on a trip sponsored by the insured organization and you need help finding or arranging services such as:

- Medical Assistance and Travel Medical Emergency Services
- Personal and Pre-Trip Services
- Legal Assistance
- Emergency Cash - From Personal Funding Source
- Lost Baggage or Passport Assistance
- Insurance Coordination
- Evacuation and Repatriation
- Emergency Message Center
- Other General Assistance

AIG Travel can be reached collect at +1 (817) 826-7008 or within the U.S. or Canada, call (800) 401-2678.

To access your 24/7 travel assistance website, visit www.aig.com/us/casualty/travelguardassistance or download the AIG Travel Assistance app to your Apple or Android smartphone.

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