

## General Assistance

AIG International Services maintains a central location for translations and communication during emergencies. AIG International Services provides advice on contacting and using services available from consulates, government agencies, translators, and other service providers that can help with travel-related problems.

## Emergency Message Center

In the case of an emergency, you can leave or receive emergency messages. You can also store messages for up to 72 hours. All you have to do is call and leave your message at (800) 626-2427 if in the U.S., (01-713) 267-2525 collect if out of the U.S. It's that simple!

# AIG Assist<sup>®</sup>

Travel  
Assistance  
Services

This brochure provides a brief description of your Travel Assistance Services. Travel Assistance Services are provided only while the individual is covered by EAP Student Accident and Sickness, Medical Evacuation, and Repatriation of Remains Plan. For a more detailed description, please call the number on your AIG International Services card (see attached).

Travel Assistance Services are provided by AIG International Services, a Member of American International Group, Inc. (AIG).

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The person named is eligible for certain services and benefits as outlined in the Service Agreement on file at the EAP Office in Santa Barbara. Before obtaining medical and non-medical assistance, call one of the phone numbers below:

If in the United States or Canada,  
call (800) 626-2427.

To call collect from anywhere else in the world,  
contact an AT&T International Operator to place  
your call to Houston at: (01-713) 267-2525

A Valuable  
Complement to Your  
EAP Student  
Accident and Sickness,  
Medical Evacuation,  
and Repatriation of  
Remains Plan

The AIG logo consists of the letters 'AIG' in a bold, white, sans-serif font, set against a solid black rectangular background.

AIG International Services



Note: The services described are provided as part of your EAP Student Accident and Sickness Plan. There is no additional charge for this coverage. All EAP students are automatically enrolled and billed for this coverage through their EAP program fees.

## Travel Medical Emergency Services

If a medical problem occurs, you may feel more comfortable knowing that someone is there to assist you.

This service can help you obtain local medical care, monitor the quality and cost of the hospital treatment, confirm travel medical expense insurance, guarantee payment to the provider of medical services using your financial resources, and arrange the payment of non-insured medical expenses.

Moreover, AIG International Services can maintain contact between local and personal physicians; arrange shipment of prescription drugs, medical equipment, and prescription lenses; provide your medical records; and maintain daily contact between patient, family, university, and physicians.

## Insurance Coordination

Filling out paperwork in a foreign country can be confusing. AIG International Services can help you complete insurance and medical claims forms. In addition, this service can help you verify your insurance coverage and guarantee payment to a medical provider based on the confirmation of your insurance benefits or your credit card.

## Evacuation and Repatriation

If an unforeseen medical emergency requires you to be evacuated to a treatment facility, AIG International Services can coordinate your emergency medical evacuation. If you should lose your life while traveling, AIG International Services can coordinate the repatriation of your remains.

## Pre-Departure Services

Pre-departure services can give you valuable information so there are no surprises after you leave home. You can get information on immunization requirements, appropriate medical exams and treatments, passport and visa requirements, weather, and travel hazards. Just call (800) 626-2427.

## Lost Baggage/Passport

Losing important baggage or documents is extremely inconvenient. AIG International Services can provide immediate telephone advice to a traveler whose baggage has been lost or delayed by a carrier. This service also notifies the appropriate authorities of a traveler's lost passport and provides directions for replacement.

## Travel Agency

This 24-hour service can replace your lost or stolen airline ticket by arranging payment through your credit card. Pre-paid tickets can be delivered by mail courier or collected at an airline counter. In addition, hotel reservations can be arranged.

## Emergency Cash

If you are caught in an emergency and need cash, this can be a valuable service. In coordination with your finances, AIG International Services can provide cash through banks, consulates, hotels, and Western Union.

## Legal Assistance

If you are in need of legal assistance, AIG International Services can arrange help from local attorneys, embassies, and consulates. Bail, cash advances, or guarantee of payment for your legal services can be arranged through your financial resources. Also, AIG International Services serves as a communication link between you, your family, and your university.



AIG International Services

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*Note: Please see EAP Student Accident and Sickness, Medical Evacuation, and Repatriation of Remains Plan regarding proof of coverage.*

STUDENT NAME

University of California, Education Abroad Program  
GROUP

(800) 626-2427 or Call Collect: (01-713) 267-2525  
PHONE NUMBER

910 7484  
PROGRAM NUMBER

WORLDWIDE COVERAGE