



**WELLFLEET**  
STUDENT

# TRAVEL GUARD

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Learn how to make the most of your accident insurance plan including travel assistance through Travel Guard, a Wellfleet Student partner.



## TRAVEL ASSISTANCE USING TRAVEL GUARD<sup>®</sup>

### How to contact

Inside the United States and Canada:

- Dial toll free (877) 305-1966.

Outside the United States and Canada:

- Request an international operator
- Request the operator to place a collect call to the United States at (715) 295-9311
- Email us at [assistance@aig.com](mailto:assistance@aig.com)

### When to contact

If you are traveling 100 or more miles from home and require medical assistance, or have a medical emergency or require medical evacuation or repatriation.

If you are traveling 100 or more miles from home and need assistance with a non-medical situation such as lost luggage, lost documents, legal help, etc.

### Information you'll need

You will need to provide Travel Guard with the following information when you call:

- Group Number or Policy Number.
- Nature of your call and/or emergency.
- Be sure to provide contact information at your current location in the event Travel Guard needs to call you back.

### Medical Assistance

- Coordinate medical evacuation assistance.
- Physician/hospital/dental/vision referrals and assistance with appointments, when medical attention is required.
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local government procedures.
- Return travel arrangements.
- Assistance with emergency prescription replacement while abroad.
- coordinate dispatch of doctor or specialist.
- In-patient and out-patient medical case management.
- Arrangements of visitor to bedside of hospitalized insured.
- Eyeglasses and corrective lens replacement assistance.



## Emergency Travel

With just a phone call, this unique service offers dedicated travel experts who work around-the-clock to solve your last-minute travel problems and/or emergencies.

- Flight rebooking assistance.
- Hotel rebooking assistance.
- Rental vehicle booking assistance.
- Coordinate emergency return travel arrangements
- Missed connections coordination

## Worldwide Travel Assistance

- Lost baggage search and luggage replacement assistance.
- Lost or stolen documents assistance.
- Immunization, visa and passport information.
- Emergency language interpretation and translation services.
- Urgent message relay to family, friends or university associates.
- Foreign exchange, ATM and weather information.
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations.
- Legal referrals/bail bond assistance.

## Personal Security Assistance

- Arrange emergency and security evacuations.
- Coordinate consultants to extract clients to safety.
- 24/7 access to security specialists who can provide safety and security information and advisories.
- Provide immediate security support over the phone for security needs.





**Ready to learn more?**

Visit [wellfleetstudent.com](https://www.wellfleetstudent.com)

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multi-lingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at [www.aig.com/travel](https://www.aig.com/travel) or [www.travelguard.com](https://www.travelguard.com).

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