



Group Personal Accident & Travel Insurance



LIFELINE PLUS ASSISTANCE AND SERVICES CONTACT DETAILS

For help and assistance under the following policy sections please call the phone number shown below. The schedule will show which sections of the policy are operative.

For emergency assistance under the following Sections:

Section B1.1 – Medical and Emergency Travel Expenses

Section B1.3 – Lifeline Plus Assistance and Concierge Service

Section B6 – Kidnap and Ransom

Section B7 – Political Evacuation

Section C – Crisis Containment Management

24/7 Lifeline Plus Assist

Telephone: **+44 (0) 1273 552922**

For general travel advice please go to:

Lifeline Plus Assist country guides

Foreign and Commonwealth Office

Website: www.mylifeline.co.uk

Telephone: **0845 850 2829 (UK only)**
+ 44 (0)20 7008 1500 (Overseas)

Website: www.fco.gov.uk/travel

To set up SMS Security Alerts please go to:

Website: www.mylifeline.co.uk

To access the Travel Angel service please go to:

Website: www.mylifeline.co.uk

To access MyHealthPortal please contact:
(24 hour remote nursing and second opinion service)

Telephone: **+44 (0) 1273 552922**

Website: www.mylifeline.co.uk

To contact the Claims Team:

For Personal Property/Baggage or Money Claims

Concierge claims service

Phone: **+ 44 (0)20 7359 3433**

Email: lifelinebaggageclaims@aig.com

All other Claims

Phone: **+44 (0) 845 602 9429**

Fax: **+44 (0) 20 8253 7569**

Email: claimuk@aig.com

Please refer to the policy schedule and the policy document for full details of cover.