



Lifeline Plus

Group Personal Accident & Business Travel

Trade on **AIG eXtra** and Acturis

Lifeline Plus provides Group Personal Accident & Business Travel insurance designed to cover a business's people after serious work-related injuries and against a host of travel emergencies while they're away on business. In addition to insurance cover, Lifeline Plus provides a range of services designed to keep employees safe and informed that can be used at any time – not just when making a claim.

e-Traded Appetite

Lifeline Plus is designed for businesses in most industry sectors with over 4,000 accepted trades online.

Personal Accident

Our claims team handle thousands of accidental injuries a year, making lump-sum payments for life-changing injury claims, weekly payments for temporary injuries claims when employees are unable to work as well as a wide range of additional supporting payments.

AIG Travel Assistance Website

Travellers have convenient access to tools and resources via a travel assistance website, www.mylifeline.co.uk, ensuring travellers have access to support and guidance.

Business Travel Assistance

Lifeline Plus Assistance, with its worldwide network of travel, medical and security specialists, provides a wealth of services to help keep travelling employees comfortable, informed and safe wherever they're going, including:

- 24/7 travel assistance
- Concierge service
- Travel and security alerts
- Flight, hotel and rental vehicle re-bookings

Travel Baggage Cover

Losing personal property while travelling is distressing and inconvenient. We aim to make a decision on the settlement of claims for baggage and money losses within 15 minutes over the phone.

AIG Travel Assistance app

Our mobile app makes a range of valuable information and tools readily accessible, including: a quick-call 'help' button, assistance ID card, check-in feature, claims notification tool, security travel alerts and insurance certificate request feature.

Crisis Plus Extension (Optional)

Lifeline Plus can be upgraded to provide extended crisis cover for employees, giving extra support with a crisis management consultancy response to a host of potential security threats.

Coverage

Some of the key features and coverage of a Lifeline Plus policy include:

Personal Accident

- Cover selected for accidents at work or for accidents anywhere
- Accidental Death benefits
- Loss of limbs
- Loss of sight, speech and hearing
- Permanent disability
- Temporary disability
- Cosmetic reconstruction (following certain valid claims)
- Support benefits
- Role retraining
- Lifesaver benefit

Business Travel

- Medical and emergency travel expenses and repatriation
- Personal legal liability and expenses
- Lost, stolen or accidentally damaged personal property and business equipment
- Cancellation, curtailment, disruption and delay to travel
- Vehicle rental excess
- Lost passport and travel documents replacement
- Family travel assistance for compassionate visit
- Ongoing hospital treatment
- Political and natural disaster evacuation
- Hijack, kidnap and ransom
- Lost or stolen personal money

Virtual Medical Care*

GP consultations: 24/7 access to UK GPs for medical advice, prescriptions or specialist referrals.

Expert case management: second medical opinion on an existing diagnosis or treatment plan.

Unlimited: no claim is required. This service can be used as often as required.

Easy access: GP consultations can be accessed via a website, an app or over the phone.

A family benefit: the partner and children of the insured are also eligible.**



Trade on: **AIG eXtra**
aig.co.uk/aigextra

Acturis
'AIG UK Lifeline Plus' and 'PA and Business Travel'

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**The insured, their partner and children (aged under 18 or aged under 23 if in full-time education) are eligible for Virtual Medical Care.

All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes. All of the emergency and assistance services described are subject to the policy cover. Please refer to your policy wording for full details of benefits, terms, conditions and exclusions.

Service providers: Non-insurance benefits which are provided through third-party travel assistance partners, offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide third-party partners. Expenses for goods and services provided by third party partners are the responsibility of the traveller. Whilst American International Group UK Limited takes every care in selecting business partners to provide the assistance services described in this brochure, American International Group UK Limited cannot accept responsibility for any advice given, or information or assistance provided.

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