



LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

We've got your back

Downloading the Travel Assistance App

Employees insured under a Lifeline Plus policy have access to the AIG Travel Assistance App.

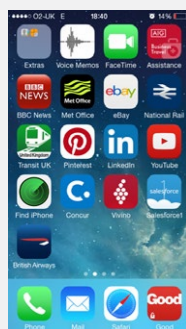
In addition to providing access to emergency medical assistance whilst travelling, Lifeline Plus provides a wide range of services that can be accessed via the Travel Assistance App.

To access the app you first need to register as a user. Follow these 7 simple steps to set up your access.

Step 1

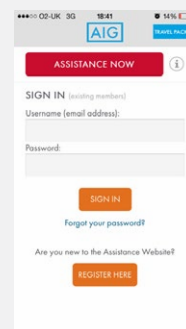
Download the free app from either the Apple or Android App stores.

Search: "AIG Travel Assistance". The following icon should appear:



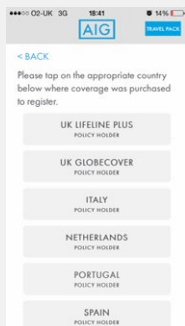
Step 2

Once downloaded open the app and tap the "Register Here" button.



Step 3

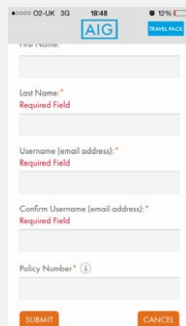
Select "UK Lifeline Plus" – the first option on the list.



Step 4

Fill in the required fields and tap "Submit". You will need your employer's Lifeline Plus policy number.

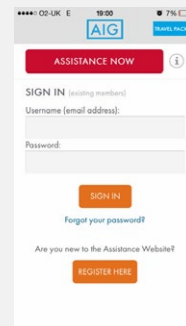
A one time activation code will be sent to the email address you have entered.



Step 5

Re-open the app (or follow the link from the email). Enter the email address you registered in Step 4 and the one time activation code.

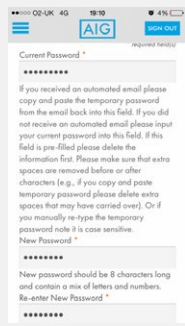
Please note, the activation code cannot be copied and pasted.



Step 6

You will then be asked to re-enter the activation code at the top and then enter your own password at the bottom twice.

Do this and tap "Submit" and you are registered on the app.

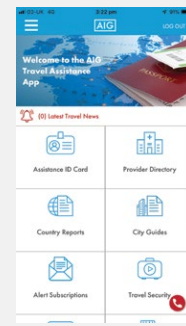
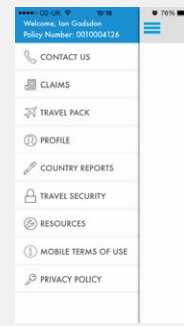


Step 7

To access the system once registered, enter your email address and your password and tap "Sign In" or "Done". (See Step 2 image)

Tap the icon in the top left corner to access the online menu.

Tap the small red phone icon to make an emergency travel, medical or security assistance phone call.



Go online for more

Access the assistance website www.mylifeline.co.uk using your newly set up login details for a full range of services including: claims notification tool, geo-fenced check-in tool, medical second opinion, security awareness training, emergency document storage and SMS text alerts.

www.mylifeline.co.uk

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