



Global Travel Assistance Services

Traveling requires attention to a number of unique details. Travel Guard provides global travel assistance services to help you with travel mishaps or emergencies during a covered trip. These services are made available to you through a business travel accident insurance plan provided by your Travel Guard is here 24 hours a day, 7 days a week to support you.

Please detach the card below and carry it with you during the course of your trip.



Travel Guard®

EMPLOYEE ID CARD

For the employees of
Snowflake, Inc.



Policyholder: Snowflake, Inc.
Policy Number: 9157090

Toll-Free/Free Phone (within the U.S.): **1-877-244-6871**

Collect/Reverse Charge (outside the U.S.): **1-715-346-0859**

Email: AIGAssistanceHOU@travelguard.com

aig.com/us/travelguardassistance

24/7 Assistance Services

Medical Assistance

- Medical evacuation assistance
- Hospital and provider assistance
- Emergency prescription replacement assistance
- Assistance with the renting and/or replacement of medical equipment

Travel Assistance

- Lost/stolen baggage assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency telephone interpretation coordination
- Legal/bail bond referrals
- Embassy and consulate information

Concierge Services

- Restaurant referrals and reservations
- Event ticketing
- Ground transportation coordination
- Wireless device assistance

Assistance Website and Mobile App

- Travel Security Awareness Training - online instruction modules
- Country reports
- Travel alerts

Security Assistance

- Security evacuation assistance with on-the-ground physical response
- Security and safety advisories
- 24-hour response services to assist employees and their families during an incident
- Online access to up-to-date security intelligence

Expenses incurred from third-party vendors as well as AIG administrative case fees for assistance services not covered as part of a filed insurance plan are the responsibility of the policyholder.

To learn more or access your assistance website services, visit and download the AIG Travel assistance mobile app on Apple or Android, or visit aig.com/us/travelguardassistance

Travel Guard is proud to offer additional resources to LGBTQ travelers:
www.travelguard.com/travel-resources/travel-safety/lgbtq-travel-safety

Travel Guard meets the diverse needs of leisure and corporate travelers alike through its comprehensive portfolio of travel insurance plans and assistance services as well as a network of experienced providers. With global service centers placed strategically around the globe, our 24/7 multilingual team is always just a phone call away and ready to assist when our customers experience travel issues – from lost luggage or minor travel inconveniences to medical emergencies or life-threatening events. We help customers recover from travel disruptions and enjoy their journeys knowing Travel Guard has their back every step of the way. Learn more at www.travelguard.com and follow us on Facebook, Instagram and LinkedIn.

Snowflake, Inc. is separate and unrelated entity.

All insurance products are written by insurance company subsidiaries or affiliates of American International Group, Inc.

Coverage may not be available in all jurisdictions and is subject to actual policy language.

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This is a summary only of products and services offered. Actual offerings may vary by group size and are subject to state insurance law, and the benefits/provisions as described may vary due to such law. All products are subject to the policy terms, conditions, limitations, reductions, exclusions and termination provisions. Please see policy and certificate for details.

This document has been translated from English for your convenience. All applications for coverage and all policies or contracts that may be issued are written in English only. You may request an English version of this document. If there is any discrepancy, the English version is the official document.

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24/7 Travel Assistance Services ID Card

Contact in the event of:

- Emergencies
- Eligibility verification
- Medical evacuations
- Assistance services
- Benefit plan contact information

To access your 24/7 Assistance Services website, visit aig.com/us/travelguardassistance or download the AIG Travel assistance app to your Apple or Android smartphone.
Register with your policy number (using numerals only).
Report Claims to AHClaims@aig.com
Accident & Health Claims Dept. | PO Box 25987 | Shawnee Mission, KS 66225