



Bring on tomorrow



WorldRisk

Travel Guard Assistance Website User Guide

WorldRisk®

Through WorldRisk®, you can access AIG's Travel Guard Assistance services through an exclusive, members-only website. Read below for instructions on how to register and use this free service. To use the members-only assistance website, you must first register with required information.


TRAVEL GUARD CHARTIS

[Home](#) [Contact Us](#) [FAQ](#) [Sign In](#)



Toll-Free: 1.877.820.4163
Overseas Collect: +1.817.826.7258
Email us: worldsource@travelguard.com

[Home](#) / [Assistance](#) / [Find Assistance Now](#) / [Travel Resources](#) / [Safety & Security](#)

Find medical providers and Travel Guard locations worldwide 

'I was driving home from the military base in Kabul, Afghanistan when I was injured in a motor vehicle accident...'

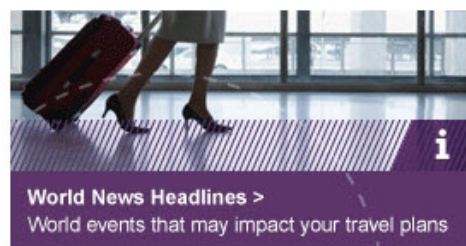
Find out how I was transported to an appropriate medical facility >

From minor injuries to life threatening situations, we are there for you.

[View more case studies >](#)

1 2 3 4 5

Travel Informed



World News Headlines >
World events that may impact your travel plans

Travel Healthy

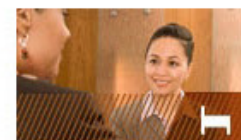


Destination Health Information
Select your destination below to view related travel health information from CDC Travel's Health site:

Afghanistan

Go

Travel with World Source



With an increasing number of employees traveling and relocating overseas, protecting human capital has become

an integral part of the risk management strategy of multinational organizations and government contractors. The personal safety and well-being of these employees is critical for organizations to succeed today.

Travel Smart

Registration



To complete registration, fill in the information below and then click 'Submit' at the bottom of the form.

* required field(s)

First Name: *	Middle Initial	Last Name: *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address: *	Confirm Email Address: *	
<input type="text"/>	<input type="text"/>	
Organization / Company Name:		
<input type="text"/>		
Policy Number*		
<input type="text"/>		

Submit >

Cancel >

Please click on the Submit button, after filling out the above information.

Registering

To use the new members-only assistance website, you must first register with some required information.

1. Go to www.aig.com/us/travelassist. Click on "Sign In" in the upper-right corner.
2. Select "Sign into WorldRisk®" or "Sign into Foreign Casualty" depending on your policy.
3. Click on "Register Here" from the Sign In page.
4. Once on the Member Registration page, enter the following information:
 - First Name and Last Name
 - Email address: Enter the email address where you want to receive travel alerts and emails regarding your password. This will also serve as your username.
 - Policy number: Please enter the policy number as shown on your ID Card
5. Click the Submit button. You will receive an automated email with a temporary password. Click on the URL within the email and sign in with your email address and temporary password. You will be prompted to change your password (which must contain at least eight characters and a combination of letters and numbers).

 Please sign in or register below to access your available member features and pre-travel information.

Sign In

Email Address:

Password:

[Forgot Your Password?](#)

[Login](#)

For first time users, please [Register Here](#)

Assistance Services

Travel Guard's assistance services can attend to your medical needs anywhere in the world.

Signing In

You will sign in each time you use the members-only assistance website. Please do not let other people use your username and password.

1. Go to www.aig.com/us/travelassist. Click on "Sign In" in the upper-right corner and select "Sign into WorldRisk®" or "Sign into Foreign Casualty" depending on your policy.
2. In the Email Address field, enter your email.
3. In the Password field, enter your password.
4. Click the Login button.

Email Alerts

Members can sign up to receive real-time email alerts on emerging situations specific to the areas where they are traveling or staying.

1. Go to www.aig.com/us/travelassist and sign in.
2. Click on "My Alerts" from the member-only assistance website navigation bar.
3. On the My Alerts page there are three different types of email alerts members can sign up for:

Subject: Travel Guard Chartis Member Portal Password

Attach as Adobe PDF

Courier New 10 100% Plain Text

Dear Test,

This is an automated response from Travel Guard. Below is your temporary password, you will be asked to change your password after you login.


Please click below to access the Chartis portal.
<https://travelguard.secure.force.com/TravelAssist/TASiteLogin?PL=Chartis>

Thank you,
 Travel Guard Customer Support

Username: test@travelguard.com
 Password: OFSBQ7iIo

TRAVEL GUARD
CHARTIS

[Chartis](#)

 Need Assistance? 1.877.820.4163 (U.S.)

Home / My Profile / **My Alerts** / Health / Security / Country Report

Email Alert	Description	Opt-In Options	Frequency
A. Daily News	Summary of global events	Subscribe or unsubscribe at any time.	Daily, Monday to Friday
B. Travel Alert	Specific country alerts sent out based on your travel itinerary's specific time period	Select countries and travel departure/return dates. Alerts will automatically begin and end based on the travel dates you enter.	365 days a year shortly after an incident or prior to an incident
C. Frequent Travel Destinations	Specific country alerts (not tied to itinerary travel dates)	Select countries you are interested in receiving alerts for. Alerts will automatically begin the day after you subscribe. Alerts will stop if you select "unsubscribe."	365 days a year shortly after an incident or prior to an incident

A. Daily News

Subscribing to receive "Daily News" email alerts.

1. Click on the "Subscribe" button in order to receive daily news email alerts. The button will change to read Unsubscribe.
2. Simply click on "Unsubscribe" if you do not wish to receive daily news.

B. Travel Alerts

Subscribing to receive "Travel Alerts" emails for trip(s).

1. Click on "Travel Destination" and select a country from the drop-down list.
2. Click on "Travel Date", a calendar will appear, pick a travel departure date.
3. Click on "Return Date", a calendar will appear, pick a travel return date.
4. Leave "Alert Type" as-is.
5. Click on the "Subscribe" button.
6. In order to add multiple destinations, click on the orange "Add" button and repeat the above steps.

C. Frequent Travel Destinations

Subscribing to receive Frequent Travel Destination emails for country information.

1. Click on Travel Destination and select a country from the drop-down list.
2. Leave Alert Type as-is.

3. Click on Subscribe button.
4. In order to add multiple countries, click on the orange Add button and repeat the above steps.
5. In the event that you wish to update the country, you can modify or unsubscribe from existing alerts as shown in the image below.

My Alerts

Please [Contact Us](#) if you would like assistance with email alert subscriptions

Daily News

You are currently not subscribed to receive daily news. [Subscribe](#)

Subscribe to email reports sent each weekday, covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news from around the world.

Travel Alerts for your trip

Sign up to receive email alerts of any significant safety or security developments in your travel destination.

[Add](#)

Travel Destination: [-Select-] Travel Date: [] Return Date: [] Alert Type: [Email]

Please [Contact Us](#) if you need any help subscribing to email alerts for a country not listed.

[Subscribe](#)

Alerts received last 30 days

Frequent Travel Destination

Sign up to receive email alerts of any significant safety or security developments in your travel destination.

[Add](#)

Travel Destination: Australia Alert Type: Email

[Modify](#) [Unsubscribe](#)



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About Travel Guard

Travel Guard, an AIG company and worldwide leader in travel insurance and assistance, provides products and services to individual travelers and corporate clients around the world. With an extensive portfolio of travel coverage and a wide array of emergency, travel and personal assistance services, Travel Guard helps millions of leisure and business travelers the world over solve problems and manage risks. Our global reach unparalleled service and proven operational capabilities give our clients and policyholders best-in-class customer care.

Travel Guard delivers comprehensive single-source solutions through wholly-owned assistance centers located in Asia, Europe and the Americas. Our corporate clients benefit from Travel Guard's global reach, combined with local expertise to provide their customers the personal touch they prefer and the global capabilities they require. Through cutting-edge technology, innovative products and our consultative partnership approach, we consistently deliver solutions that exceed the needs of our clients.

American International Group, Inc. (AIG) is a leading international insurance organization serving customers in more than 130 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. Products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Not all products and services are available in every jurisdiction, and insurance coverage is governed by actual policy language. Certain products and services may be provided by independent third parties. Insurance products may be distributed through affiliated or unaffiliated entities. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.