

Fact Sheet

How to seek Travel Assistance

Travel with confidence knowing support is always within reach. Whether you need assistance during your trip or want to be prepared before you go, this guide shows you how to quickly access help when you need it most, all powered by our medical and travel assistance provider - **Europ Assistance***.

Before you leave

- Save the Overseas Emergency Assistance Hotline in your phone
- Keep key information handy in case you need support:
  a. Name listed as policyholder
  b. Policy number
  c. Contact number
  d. Current location

When travelling

Overseas Emergency Assistance Hotline

Call **+603 2118 0260** from anywhere in the world for:

- 24-hour Medical & Emergency Assistance
- 24/7 Travel & Inconvenience Assistance

If the unexpected occurs

Easy online claims filing process via the Customer Engagement Portal. Alternatively, call the Customer Care Team at +1800 88 88 11 (9.00am till 5.00pm week days, excluding public holidays) or email MYClaims@aig.com.

Services highlighted

Medical Assistance (24/7)

- Telephone Medical Assistance
- Medical Service Provider Referral
- Arrangement of Appointment with Local Doctor for Treatment
- Flight Delay Assistance
- Arrangement of Emergency Medical Evacuation/ Repatriation

Travel & Inconvenience Assistance (24/7)

- Inoculation and Visa Requirement Information
- Consular or Embassy Referral
- Interpreter Referral
- Lost Luggage/Personal Effects Assistance
- Lost Passport/Travel Document Assistance
- Flight Delay/Interruption Assistance

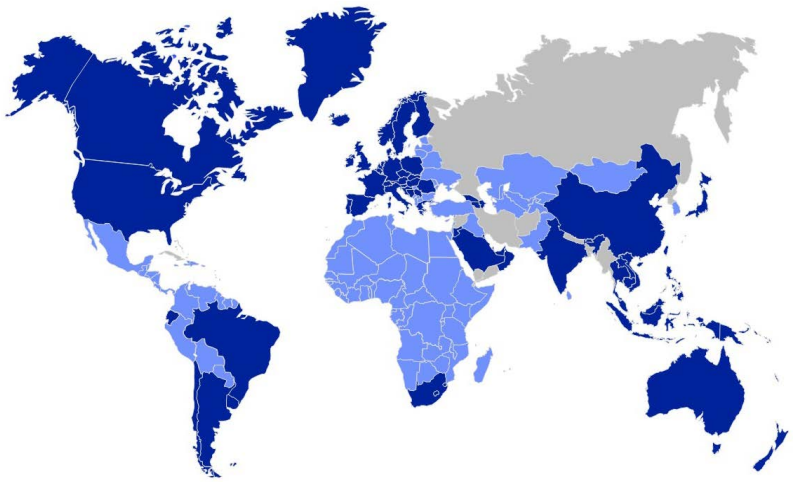
*In Malaysia, Europ Assistance services are provided by Europ Assistance Services (Malaysia) Sdn Bhd.

About Europ Assistance

With over 60 years of experience, Europ Assistance is a trusted global leader in travel and medical assistance.

Support is available 24 hours a day, 7 days a week, across multiple locations worldwide - ensuring help is always within reach when it is needed most. In Asia, Europ Assistance is a leading provider of travel assistance, supported by a network of 5,000+ medical and travel professionals ready to respond. Our combined expertise means you are in safe hands.

Global strength and reach



5,000+ Medical Travel Assistance Experts
located in 39 multi-lingual assistance centres globally, coordinated by 22 Global Medical Directors.

400+ Global Team of Doctors & Nurses
healthcare professionals specialising in travel, emergency and aviation medicine.

Strategically Located Providers
750,000+ providers across the largest worldwide proprietary integrated medical network.

Support you can trust

5,000+
hospitalisations managed

12.2M
travel interventions worldwide

1 intervention every
3 sec

3,000+
repatriations, including medical escort
(3 air ambulances per day)

7,000+
hours of medical evacuation flight time per annum

Europ Assistance statistics shown are current as at October 2025.

MEMBER AHLI 成员 உறுப்பினர்
PIDM
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