



Travel Guard®

COVID-19

Updates regarding policies and vouchers

Dear Travel Advisors:

Please be advised that due to the World Health Organization (WHO) announcement declaring Coronavirus (COVID-19) a pandemic, as of, at the latest, March 11, 2020, COVID-19 is a foreseen event and certain coverages will not apply. Please read the full notice at www.travelguard.com/covid19notification.

We have updated the [COVID-19 FAQ](#) on our website to reflect the information above, as well as new guidelines for our voucher program. Please note the following for voucher requests:

1. The client must inform AIG Travel of the trip cancellation **prior** to the departure date. It is imperative the insured make the voucher request prior to, and not after, the departure date. We cannot issue a voucher after the departure date.
2. The client must complete and submit the voucher request form.
3. If the above requirements are met, our administration team will issue the client a voucher for the value of the premium. The voucher must be applied within two years from the voucher issuance date.
4. If the client does not apply the voucher to another AIG Travel insurance policy in the two-year period, the voucher cannot be extended.
5. If the new policy premium is more than the voucher amount, the client is responsible for any additional premium. If the new policy premium is less than the voucher value, no refund or future voucher will be given for the difference.

Additionally, we have made a number of our self-service tools, including voucher requests and policy modifications, available at www.travelguard.com/resources.

We appreciate your patience and flexibility during this time. If you have any questions, please reach out to your [AIG Travel sales team](#).

AIG Travel