

CERTIFICATE OF TRAVEL INSURANCE

Insured	Norfolk County Council, Community, VA and Foundation Schools
Policy No	NCCTRAV2223
Insurer	Norfolk County Council
Limit Of Indemnity	As Per Policy Schedule
Commencement Of Cover	1 st April 2023
Date of Expiry	31 st March 2024
Deductible	£15
Cover	Cancellation/Other Expenses Medical and Associated Expenses Personal Accident Personal Effects/Money Legal Liability

AIG Emergency Medical Cover
(Foreign travel only see below) +44 (0)1273 552922

NCC Emergency Contact
(Not 24Hr coverage) 01603 222511/224372



Authorised Signatory

Steve Rayner – Head of Insurance
Insurance – FES
County Hall
Martineau Lane
Norwich
NR1 2UE
01603 222511
insurance@norfolk.gov.uk

Lifeline Plus Employee Travel Card Pack

Emergency assistance card

Call +44 (0)1273 552 922
www.mylifeline.co.uk

For claims related queries
 call +44 (0)345 602 9429

LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

When contacting us please always provide:

1. the name of your employer and the policy number
2. your name, location and country of residence
3. your condition, symptoms or query
4. a telephone number we can contact you on.

Enter number here

Important: This card has no monetary value and is not a credit card. Fraudulent use of the services may result in legal action.

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LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

We've got your back

Lifeline Plus is more than just an insurance policy; it's a complete support network for business travellers. In addition to emergency travel, medical and security support, we provide a range of services that can be used any time – not just when making a claim.

You can access these services in a number of ways at any time:

- + Via our mobile app
- + On the travel assistance website
www.mylifeline.co.uk
- + Or call our assistance helpline
+44 (0)1273 552 922

AIG Travel Assistance App

Our mobile app puts a wealth of valuable information at your fingertips and has a quick-call Help button that immediately connects you to emergency travel, medical and security assistance. You can even notify selected contacts when you arrive safely via the geo-fenced check-in tool.



All the emergency and assistance services described are subject to the policy cover.



AIG Travel Assistance Website

www.mylifeline.co.uk

Our travel assistance website will help you prepare for a trip and support you while you're travelling. Accessible via a desktop computer, tablet or smartphone, it provides a range of services that will keep you safe and informed while abroad, including:

Security awareness training

An online programme about travel security and situation awareness.



Country reports

Guidance about safety, health and travel issues throughout the world.



Security travel alerts

An email and SMS alert service to keep you informed about evolving situations that could disrupt your trip.



Global News Watch

Daily email roundup covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism worldwide.



Virtual Medical Care*

Round the clock access to GP Consultations for medical advice, prescriptions or specialist referrals via a website, an app or over the phone. Expert Case Management for complex medical cases and second opinions.



Lifeline Plus Employee Travel Card Pack



Travel Assistance Services Access to help and advice

In the event of a medical emergency, unexpected travel problem, security or political issue, we can help. The lists below describe some of the assistance services available to you.

Emergency medical assistance

From arranging doctor referrals to medical evacuations, we can attend to your medical needs anywhere in the world (excluding Sanction List countries).

- Emergency medical care and support 24/7
- Medical evacuation and repatriation, including via air ambulance
- Guaranteed payment arrangements with our network of medical providers
- Doctor/hospital/dentist/optician referrals and appointments
- Return travel arrangements
- Emergency prescription replacements
- Emergency medical supplies, including replacement glasses and lenses

Emergency travel assistance

We keep you on the move; our staff are always just a phone call away to solve last-minute travel problems or emergencies.

- Emergency return travel arrangements
- Flight, hotel and hire car bookings
- Port and airport assistance
- Roadside assistance
- Lost baggage returns and replacements
- Guaranteed hotel check-ins
- Help with missed connections
- Extended parking tickets following delays
- Compassionate travel arrangements for relatives
- Legal referrals

Worldwide travel assistance

Our coordinators will help you make travel arrangements and keep you informed about the latest travel updates.

- Help with lost passports and travel documents
- Emergency cash transfers
- Real-time country information reports
- Updates about travel requirements, including visa and passport requirements
- Updates about travel delays and strikes
- Updates about local health warnings, epidemics, required vaccinations and preventative measures
- Emergency three-way interpreter phone assistance
- Urgent message relays to family, friends and colleagues

Security support

You can feel safe and secure with our security support services.

- Real-time SMS and email alerts
- Emergency and security evacuations
- Crisis response team for major events

Concierge services

You can access our personal assistance coordinators 24/7 for a range of requests — large or small.

- Restaurant recommendations and reservations
- Booking taxis
- Tickets to events
- Golfing reservations

To access these services and download your mobile app visit: www.mylifeline.co.uk

Contact details

Emergency medical and travel assistance 24/7:

Tel: +44 (0)1273 552 922

Money and personal property claims:

Tel: 0344 892 0319 (UK only)

Tel: +44 (0)20 7359 3433 (Worldwide)

Email: lifelinebaggageclaims@aig.com

(Open 8am-6pm Mon-Fri UK time)

All other claims:

Tel: +44 (0)34 5602 9429

Email: claimsuk@aig.com

(Open 9.15am – 5pm Mon-Fri UK time)

Post:

The Accident & Health Claims Department,
AIG UK, The AIG Building,
2 – 8 Altyre Road, Croydon CR9 2LG

All other enquiries

Tel: +44 (0)1273 552 922

(Open 24 hours a day, 7 days a week)

Claims information

You can make a claim by contacting the department responsible for your employer's insurance. A claim form should be completed and submitted to AIG. This can be obtained from your employer or can be downloaded from www.mylifeline.co.uk. Or you can notify us of your claim via the app or website.

Please note: unless your employer has pre-authorised all claims, payment of a claim will require your employer's authorisation.

Cover queries

Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance cover.

*These services are provided by third party companies.

All of the emergency and assistance services described are subject to the policy cover. Please refer to your policy wording for full details of benefits, terms, conditions and exclusions. All telephone calls to numbers shown in this brochure may be recorded for training or quality monitoring purposes.

Service providers: Non-insurance benefits which are provided through AIG Travel offer traveller assistance through coordination, negotiation, and consultation using an extensive network of worldwide third party partners.

Expenses for goods and services provided by third party partners are the responsibility of the traveller. Whilst AIG UK takes every care in selecting business partners to provide the assistance services described in this brochure, AIG cannot accept responsibility for any advice given, or information or assistance provided.

American International Group, Inc. (AIG) is a leading global insurance organisation. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange. Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) | LinkedIn: www.linkedin.com/company/aig. 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. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. American International Group UK Limited is registered in England: company number 10737370. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register (www.fca.org.uk/register).