

Global Business Travel, Medical & Accident



Frequently Asked Questions

I've had a medical emergency while on business travel and can't contact AIG or Travel Guard myself. What should I do?

Make sure your emergency contact (spouse, parent, etc.) has the plan details before you leave. You should also tell them to contact Benefits@sprinklr.com in the event you're unable to communicate with AIG directly. The Benefits Team will support them through claiming and arranging care on your behalf.

My flight for my business trip has been delayed. What's next?

Contact **AIG Claims** for a Trip Delay Claim form. To qualify, you must have been delayed for more than four hours and incur additional expenses as a result (i.e. meals and hotel).

AIG Claims Contact Information:

AHClaims@aig.com

Toll-Free (within U.S.): **1-800-551-0824**

Reverse Charge (outside U.S.): **+1-913-495-6520**

Phone lines are open 8am – 6pm EST, Monday – Friday

Travel Guard Contact Information:

AIG Travel Assistance App
(download on the App Store or Google Play Store)

AIGAssistanceSP@travelguard.com

24/7 Toll-Free (within U.S.): **1-877-244-6871**

24/7 Reverse Charge (outside U.S.): **+1-715-346-0859**

I'm on a business trip and I think I need to visit the emergency department at the hospital. What do I do?

Contact **Travel Guard** who will assist with admission to a local hospital and guarantee of payment. The policy provides an emergency medically necessary expense benefit for injury or sickness during travel on a business trip.

I've lost personal items, luggage, or important documents during my trip while travelling on business. Can the BTA policy support me?

In short, yes. If you've travelled with a common carrier, you must first file a loss claim with them.

You should then reach out to **AIG Claims** for next steps on claiming through Sprinklr's policy.

Full details of the policy can be found on the [Sprinklr Benefits Intranet Page](#).
Have questions? Email Benefits@sprinklr.com