

Global Business Travel, Medical & Accident



Frequently Asked Questions

I've had a medical emergency while on business travel and can't contact AIG 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 Travel Protect Contact Information:

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

AHClaims@aig.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 **AIG Travel Protect** 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.

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