



## AIG Travel Assistance Website and App User Guide

With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication in order to stay safe and secure. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only Travel Assistance Website and App provides travelers with convenient access to in-depth travel, security and health information 24/7/365.

This user guide contains instructions on how to navigate the secure Travel Assistance Website and App. If you require additional technical support related to the website or app, please click on "Contact Us" from the website and complete the form.





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## Travel Assistance Website Features

**Alerts** contain security level developments, such as terror attacks, large-scale demonstrations and protests, major strikes, infrastructure/aviation/weather/health disasters or disruptions, significant threats, government warnings, major elections, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates and are provided via email and/or SMS. Also, subscribe to Editorial Travel News alerts for webinars or latest travel topics.

**Country Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories.

**Case Studies** help you understand how we assist travelers from minor injuries to life-threatening situations.

**Travel Articles** share the latest travel tips and news on destinations worldwide.

**Travel Health** educates travelers on health-related concerns, precautions and requirements for destinations and ability to create personal travel health profiles.

**Medical Risk Map** educates travelers on health-related concerns, precautions and requirements for 196 destinations.

**Security Awareness Training** provides you with online travel safety videos and knowledge tests which offer basic tools and information to be an aware, organised and prepared traveler.

*In addition, the comprehensive desktop travel assistance website is mobile-friendly on all smartphone and tablet devices.*

## Travel Assistance App Features

### *Available for Apple and Android Smartphones*

**Country Reports** provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to favourite reports.

**Security Travel Alerts** email subscriptions can be managed via the app to obtain security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address and/or mobile number).

**Security Awareness Training** provides you with online travel safety videos and knowledge tests which offer basic tools and information to be an aware, organised and prepared traveler.

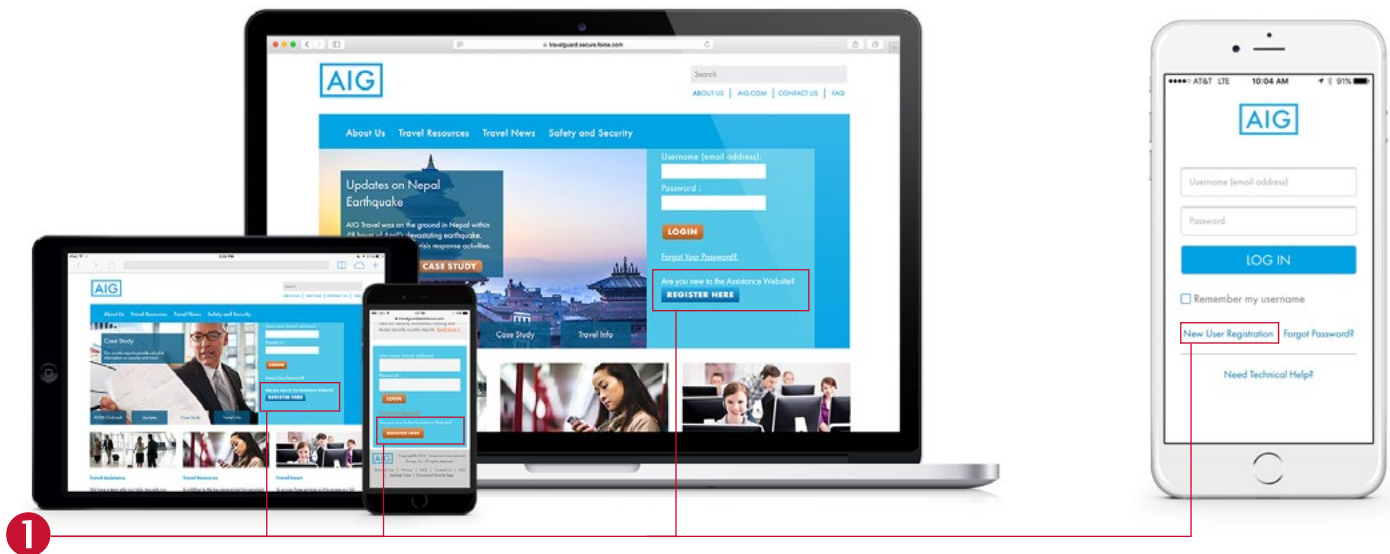
## Registration and Login Instructions for New Users on Desktop or Mobile

Once you have completed registration, the same login credentials may be used across all entry points (desktop/mobile site/mobile app).

- 1 To access the full website on your desktop or smartphone/tablet device, visit: [www.aig.com/globalwatch](http://www.aig.com/globalwatch). Visit the Registration Guide section to watch a video tutorial.

OR

To access the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel (you must be connected to Wi-Fi or cellular network). The app is only available on smartphones – not tablets.



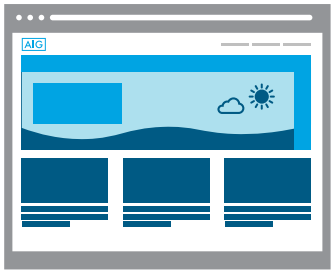
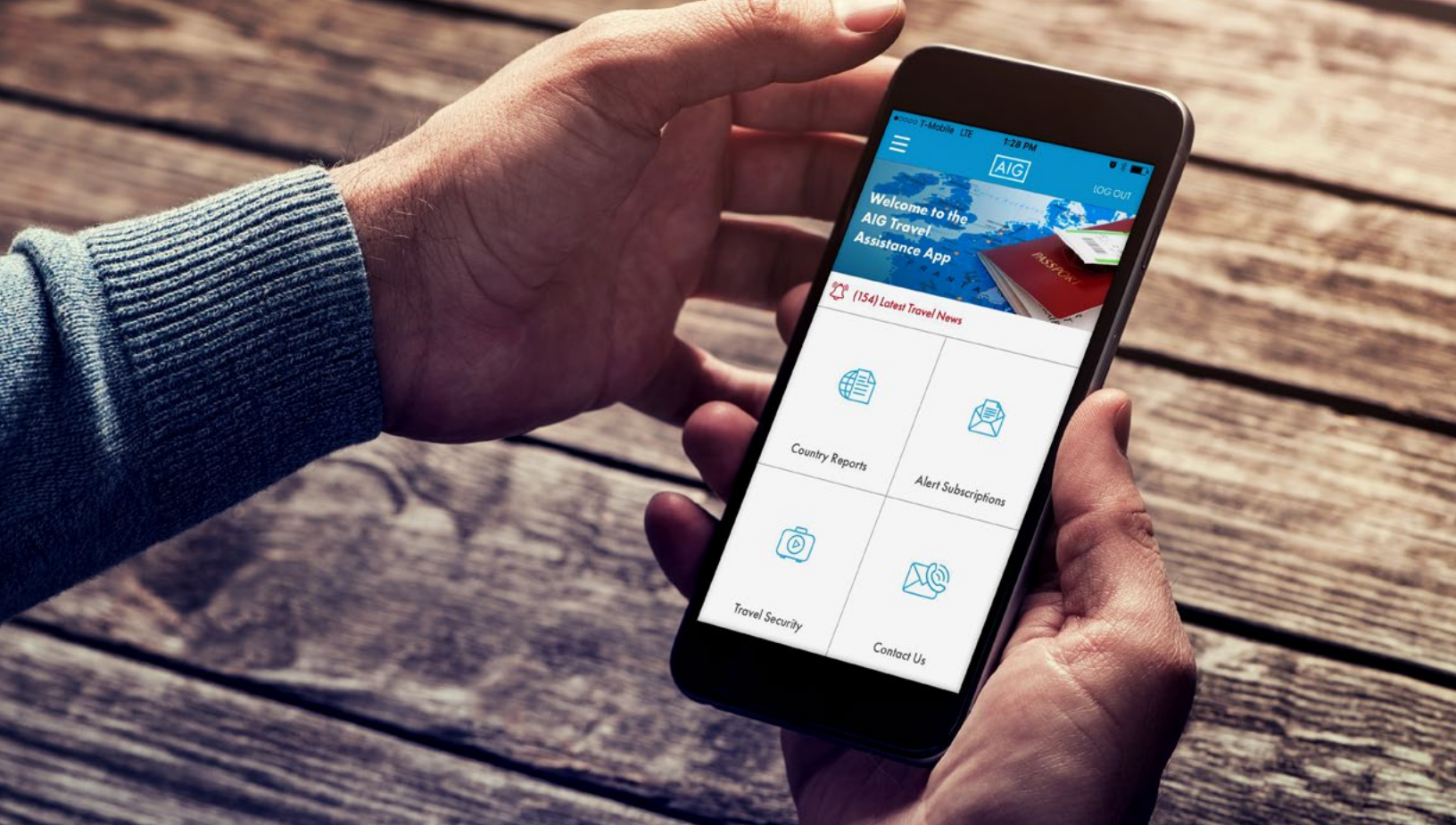
1 Register to our website on a desktop, smart phone or tablet web browser OR register on our mobile app.

2. Click on "Register." From the app tap on "Country where coverage was purchased" and select "Global Watch."
3. Provide name, email address (email address serves as your username) and policy number (if you do not know your policy number please contact your Human Resources or Risk Management Team). If you receive a "duplicate email" error please click on "Forgot Your Password" to reset your password.
4. You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assistance website access. After you have successfully logged in and accessed the secure travel assistance website follow the below instructions for mobile access. You will receive an automated email (check spam/junk folder and allow emails from [noreply@salesforce.com](mailto:noreply@salesforce.com) and [AIGTravelAlerts@e5.aigdigital.com](mailto:AIGTravelAlerts@e5.aigdigital.com)) containing instructions to complete secure travel assistance website/app access.

## Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to [www.aig.com/globalwatch](http://www.aig.com/globalwatch) on your desktop or smartphone/tablet device and log in with your existing credentials (do not click on "Register.")
2. To download the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for "AIG Travel" (you must be connected to Wi-Fi or cellular network) and log in with your existing credentials (do not click on "Register.") The app is only available on smartphones – not tablets.

*In the event you forgot your password or receive a "duplicate username" message when attempting to log in, please click on the "Forgot Password" link from the login page to reset your password.*



# A comprehensive website available through multiple digital devices



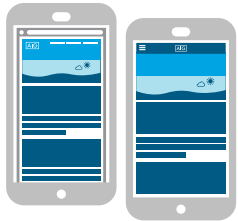
Desktops



Laptops



Tablets



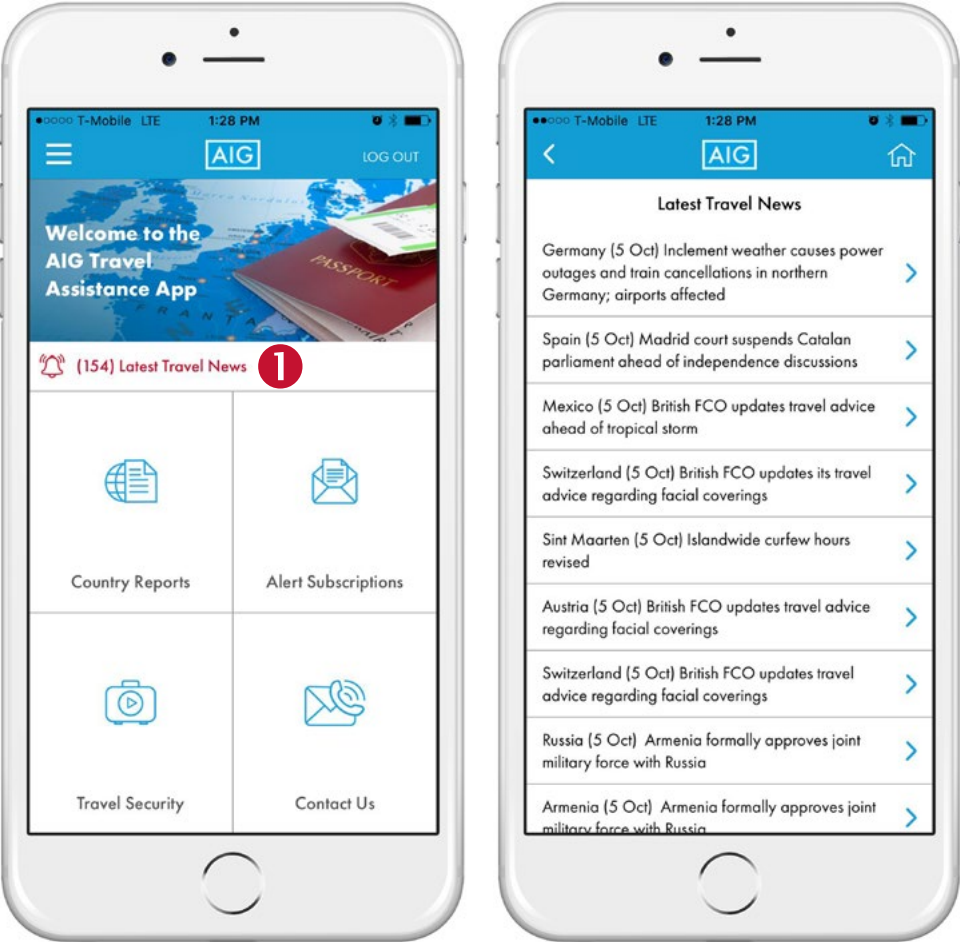
Smartphones  
Mobile-Friendly Site and  
Smartphone Mobile App



# Mobile App

Available for Apple and Android Smartphones (must be connected to Wi-Fi or cellular network)

- 1 Tap on the travel news ticker or any of the icons from the home dashboard screen.





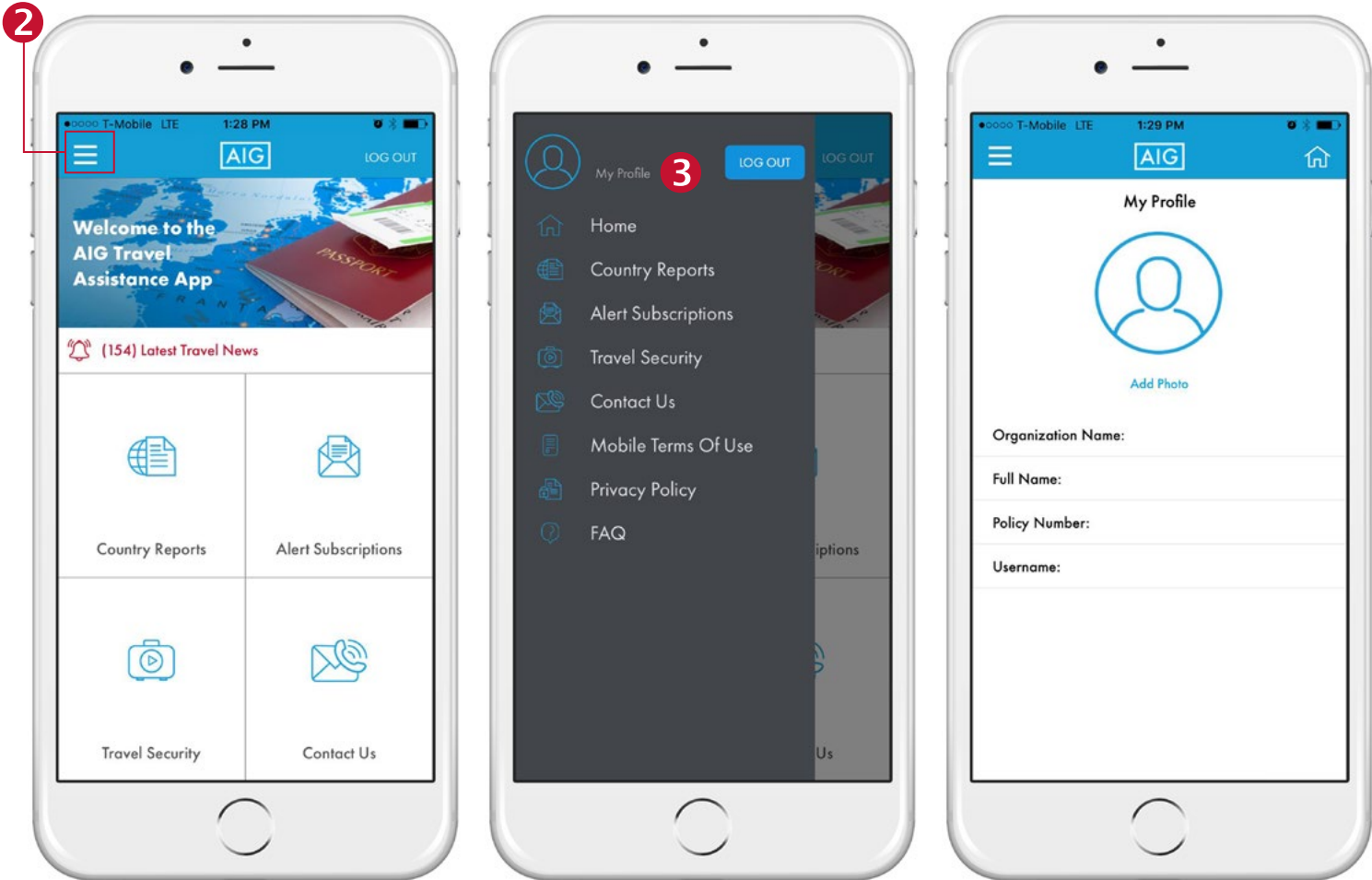
# Mobile App

## Sidebar Menu

**2** Tap on the hamburger menu (three horizontal lines) to open the sidebar menu.

## My Profile

**3** Tap on "My Profile" from the sidebar menu to edit or complete optional profile information.

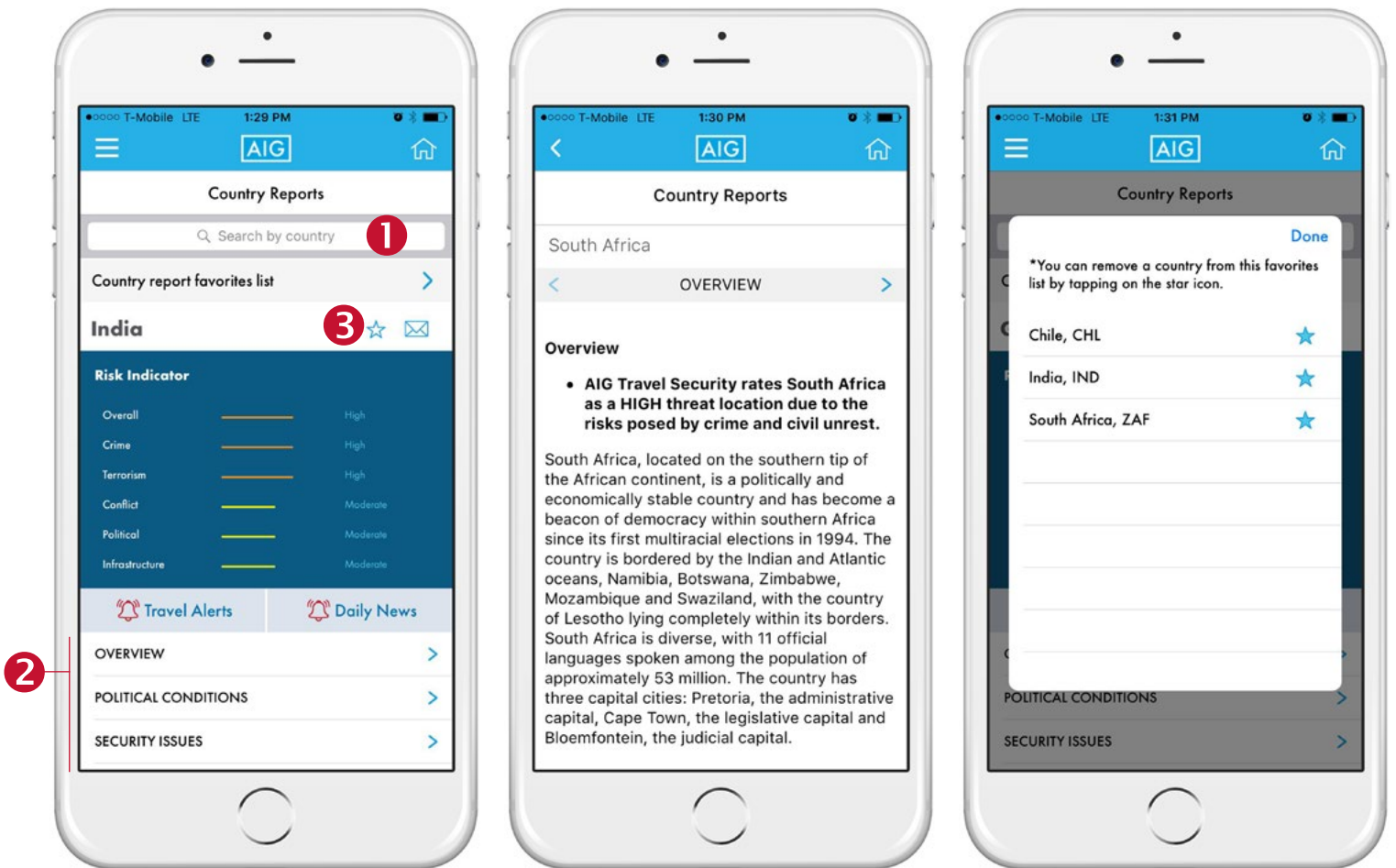


# Mobile App

## Country Reports

Tap on “Country Reports” from the sidebar menu or home screen to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

- 1 Type in the first few letters of the country in the search bar and the country report will appear.
- 2 Scroll down and tap on the title bars to view more country report information.
- 3 Tap on the star to favourite country report(s).





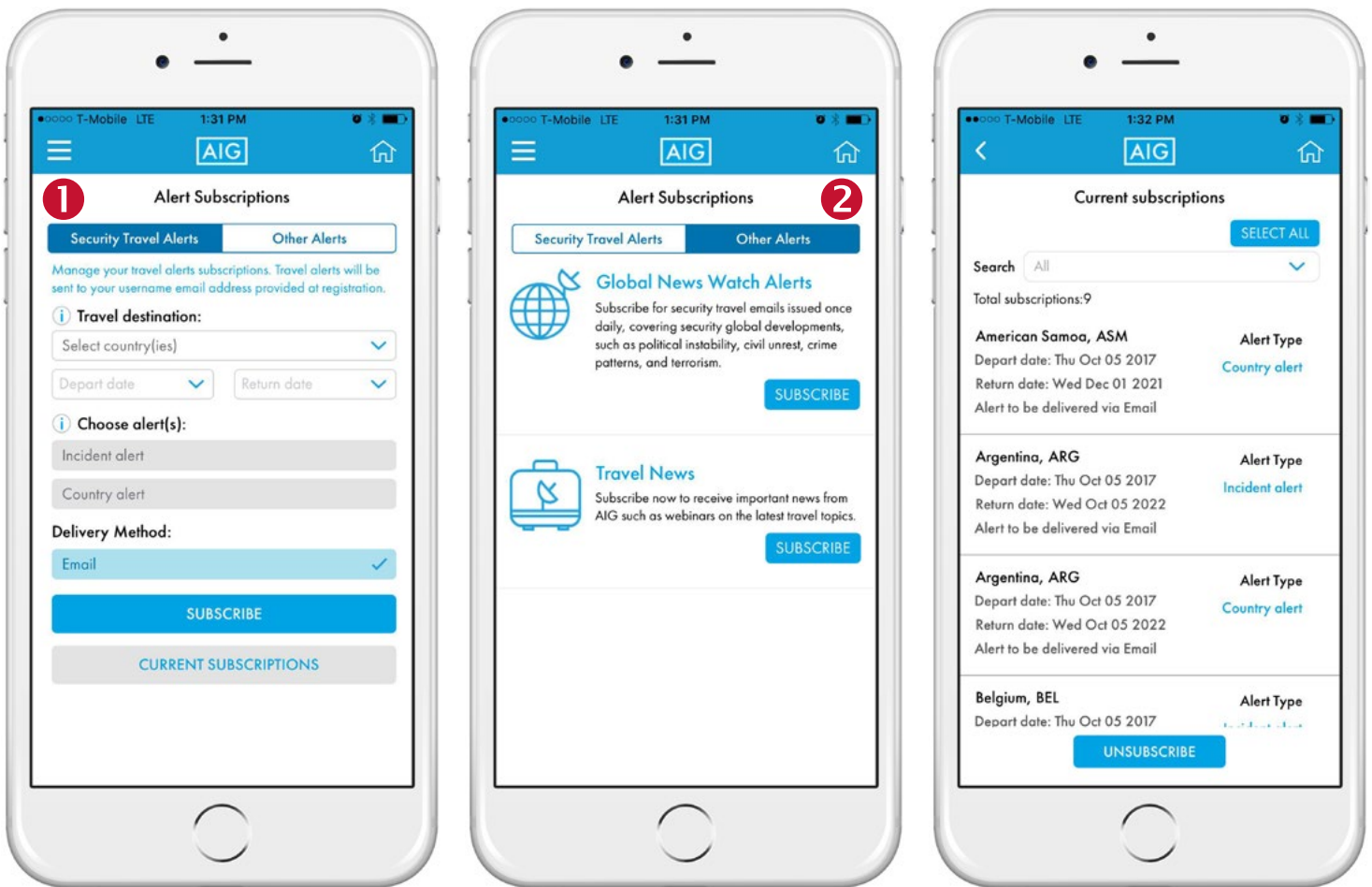
# Mobile App



## Alert Subscriptions

Tap on "Alert Subscriptions" from the sidebar menu or home screen to subscribe or unsubscribe from email and/or SMS travel alerts containing security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address). In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from [AIGTravelAlerts@e5.aigdigital.com](mailto:AIGTravelAlerts@e5.aigdigital.com) and [noreply@salesforce.com](mailto:noreply@salesforce.com). You may need to contact your organisation's IT email team to allow these email addresses.

- 1 If there are any high security level developments for your chosen travel destination(s), alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).
- 2 Tap on "Other Alerts" to subscribe or unsubscribe to Global News Watch Alerts (daily alerts covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism) and/or Travel News from AIG such as webinars on the latest travel topics.

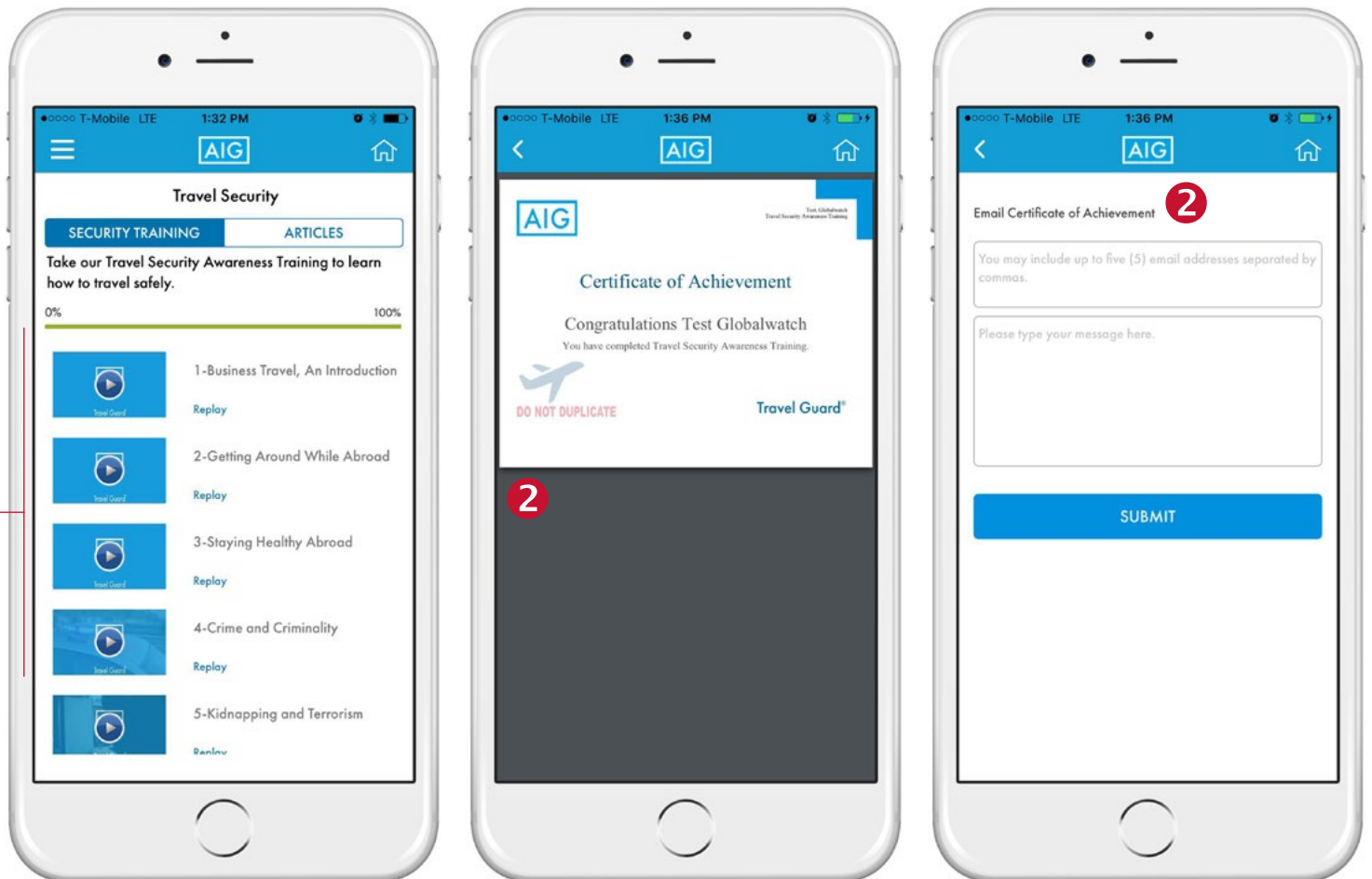


## Mobile App

### Security Awareness Training Videos

Tap on "Travel Security" from the sidebar menu or home screen and tap on "Security Training." These training videos and knowledge tests can be accessed at your leisure and, once completed, you can receive a Certificate of Achievement via email. This online training provides the tools and information necessary to be an aware, organised and prepared traveler.

- 1 Click on a module to begin training.
- 2 At the end of each training video there will be a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to email the Certificate of Achievement.

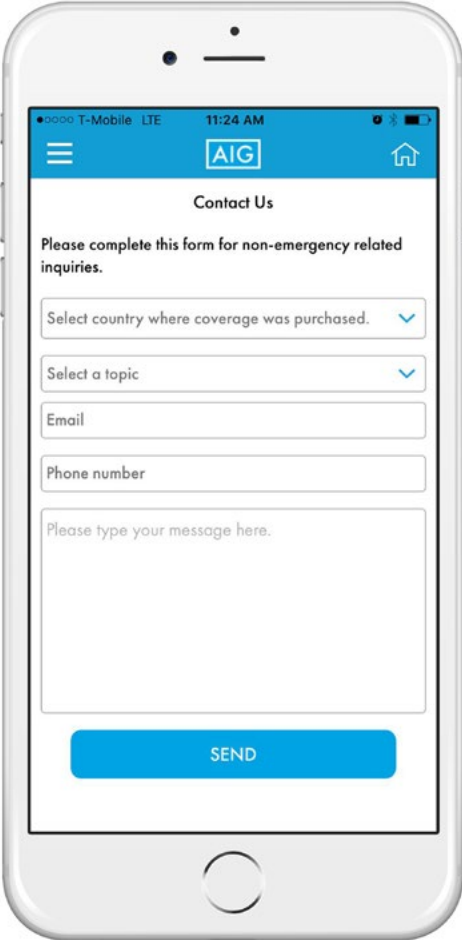




# Mobile App

## Non-Emergency Contact Form

Tap on "Contact Us" from the home screen or sidebar menu.



*We want to hear from you! Please share any comments or feedback about the website or app by filling out the Contact Us form and/or rating us in the App stores.*



# Navigation and Elements Across Desktop Website

- 1 A utility header appears across the top of all website pages with your name, policy number, assistance phone number, search bar and links to AIG, Contact, FAQ and to Log Out. The AIG logo in the top left corner is clickable and takes you to the home page.
  - After 30 minutes of inactivity the website will immediately log you out.
- 2 The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.
- 3 The footer contains Legal Terms of Use and Privacy links.

1

Welcome John Doe  
Policy Number: 123456

Search

AIG | CONTACT US | FAQ | LOG OUT

2

Home Profile Alerts Resources Health Security News

3

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[Terms of Use](#) | [Privacy](#) |



# Contact Request Form and FAQ

- 1 Review the Frequently Asked Questions (FAQ) page.
- 2 Contact AIG Travel with non-urgent questions on the Contact Request Form.



Welcome John Doe  
Policy Number: 123456

[AIG](#) | [CONTACT US](#) | [FAQ](#) | [LOG OUT](#)

**1** **Frequently Asked Questions**

**How do I access these services?**

As a Policyholder you can call us anytime or you can log into our secure member-assistance pages on this website. To ensure a prompt response when calling, please be prepared to provide the following:

- (a) the name of your employer and your employer's policy number
- (b) your name, location and country of residence
- (c) your condition, symptoms or query
- (d) a telephone number we can contact you on

**What do I need to register on the member-only assistance website?**

**2** **Contact Request Form**

Please complete the form and one of our representatives will respond within 24 hours.

Choose a topic: \*

- Select -

First Name \*      Last Name \*

Policy Number \*      Email Address \*

Phone Number \*

-- Select Country --     

Country where coverage was purchased \*

--Select--

Question / Comment \*

**SUBMIT**

## Home Page

The Home page contains a hero carousel with a travel alert ticker and rotating hero banners. You may click on the travel alert ticker for more information. The rotating hero banners contain relevant news and information on website features.



Below the hero carousel are three columns of content information:

- 1 The first column contains the organization's name and welcome message, other useful information and global news watch alerts.
- 2 The second column contains a list of available assistance services, click on each one to learn about travel assistance benefits and services.
- 3 The third column contains a travel security Global News Watch widget with the latest global security news. Click on text or the arrows within the widget to read more. In addition, a Twitter widget pulls in feeds from AIG, Travel Guard®, World Health Organization (WHO), Centers for Disease Control (CDC) and other reputable sites.

**1**

### Organization Name

Welcome to the travel assistance website, you now have access to a wide range of travel information.

**Other useful information:**

- [AIG Travel Webcast: Sharing Economies](#)
- [Profile](#)
- [Destination Reports](#)
- [FAQs](#)

**Alerts**

Subscribe to various alert options to receive current news and information from the website. Description of global news watch, destination, incident, and marketing alerts:

- Global News Watch Alerts
  - Email reports issued once daily, covering security global developments.
- Destination Alerts
  - Concise alerts containing high security level developments.
- Incident Alerts
  - Event summaries containing low security level developments.
- Marketing Alerts
  - Marketing news from AIG such as case studies, webinars, travel health news and editorial news.

[Manage Alerts](#)

**2**

### Country Reports

Select a country to view report:

If traveling to a country not listed, please [Contact Us](#) to request specific information.

### Travel Articles

### Security Articles

▼

### Health Articles

▼

### News Articles

▼

**3**

### Global News Watch

Turkey - 5 Jan 2017 - Assaults detonate explosives outside courthouse in Izmir

Kenya - 5 Jan 2017 - Nairobi government workers issue strike notice for 10 January

Mexico - 5 Jan 2017 - Tensions remain elevated amid ongoing gas demonstrations

Costa Rica - 5 Jan 2017 - Eruptions at Turrialba volcano prompts state of emergency

Bangladesh - 5 Jan 2017 - U.S. Department of State updates Travel Warning

<< > >> page 1 of 3

### Travel: Trending on Twitter

**FCO travel advice** @FCOtravel

#Philippines there's a possible terror threat to the Black Nazarene procession on 9 Jan; take care in crowded areas [ow.ly/gFS8307KSA6](#)

# Profile

The Profile page contains a My Basic Profile sub-page and ID Card sub-page.

## My Basic Profile

The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you cannot alter are the policyholder's name and policy number.



**Basic Profile**  
Please complete basic profile information below.

**Personal Information** ^

Organization Name:	<a href="#">EDIT</a>
Full Name:	Policy Number:
Username (Email Address):	Date of Birth:
Gender:	Occupation:
Address 1:	Country:
Address 2:	State / Province:
Address 3:	City:
Home Phone:	Postal Code / Zip:
Office Phone:	Mobile Phone:

**My Alerts** v

# Alerts

The Alerts page allows you to subscribe to various alert options to receive current news and information from the website.

## Global News Watch Alerts

Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns and terrorism.

- 1 Click on the "Subscribe" button to receive alerts.
  - You can subscribe or unsubscribe from alerts at any time on this page.



### Alerts

You may subscribe to the various alert options below to receive current news and information from our website.

Please [Contact Us](#) if you need any help subscribing to our email alerts.

#### Global News Watch Alerts

You may subscribe or unsubscribe at any time to the various alert options to receive current news and information from our website.

1 **SUBSCRIBE**

**Security Travel Alerts for your trip** ▾

**Editorial Alerts** ▾

### Description of Alerts

#### Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

#### Country Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

#### Incident Alerts

Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

#### Editorial Alerts

Editorial news from AIG such as case studies, webinars, travel health news and editorial news.



# Alerts

## Security Travel Alerts

Security Travel Alerts will only be sent if there are security level developments. They consist of:

- Destination Alerts are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.
- Incident Alerts are event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.
- In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from **AIGTravelAlerts@e5.aigdigital.com** and **noreply@salesforce.com**. You may need to contact your organisation's IT email team to allow these email addresses.

**Security Travel Alerts for your trip**

Subscribe, unsubscribe or modify security travel related alerts.

Travel Destinations: \* **1**

Select a travel destination(s) from a pick list.

Choose alert(s):\* **2**

Country Alerts: Concise alerts containing high security level developments.  
 Incident Alerts: Event summaries containing low level security developments.

Travel Date :  **3**

Return Date :

If there are any high security level developments for your chosen travel destination(s), Alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).

Alert Delivery : \* **4**

Email Alerts

**5** **SUBSCRIBE**

**SELECT ALL** **CANCEL**

To unsubscribe to travel alerts, please select the corresponding check boxes.

**Current Subscription:** Search  All

**FIRST** **PREVIOUS** **NEXT** **LAST** Page: 1 of 1 Total Subscriptions:0

Destination	Start Date	Return Date	Alert Delivery	Alert Type
-------------	------------	-------------	----------------	------------

- 1** Select one country or multiple countries within the Travel Destinations picklist. If you wish to subscribe to all countries click on the "Select All" button.
- 2** Choose either a destination alert or incident alert or both within "Choose alert(s)."
- 3** You have the option to input travel dates and if there are any travel incidents you will receive them during the specified dates. If you do not want to input travel dates delete the date fields and alerts will be sent at any time.
- 4** Choose "Email Alerts."
- 5** Click on the "Subscribe" button.
  - You can subscribe or unsubscribe from alerts any time on this page.

# Alerts

## Editorial Alerts

Editorial Alerts are news from AIG such as case studies, webinars on recent events or health outbreaks, travel health news and editorial news.

- 1 Click on the "Subscribe" button to receive alerts.
  - You can subscribe or unsubscribe from alerts at any time on this page.



### Alerts

You may subscribe to the various alert options below to receive current news and information from our website.

Please [Contact Us](#) if you need any help subscribing to our email alerts.

#### Global News Watch Alerts



#### Security Travel Alerts for your trip



#### Editorial Alerts



Subscribe, unsubscribe or modify editorial alerts from AIG such as case studies, webinars and travel health news.



**SUBSCRIBE**

### Description of Alerts

#### Global News Watch Alerts

Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

#### Country Alerts

Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

#### Incident Alerts

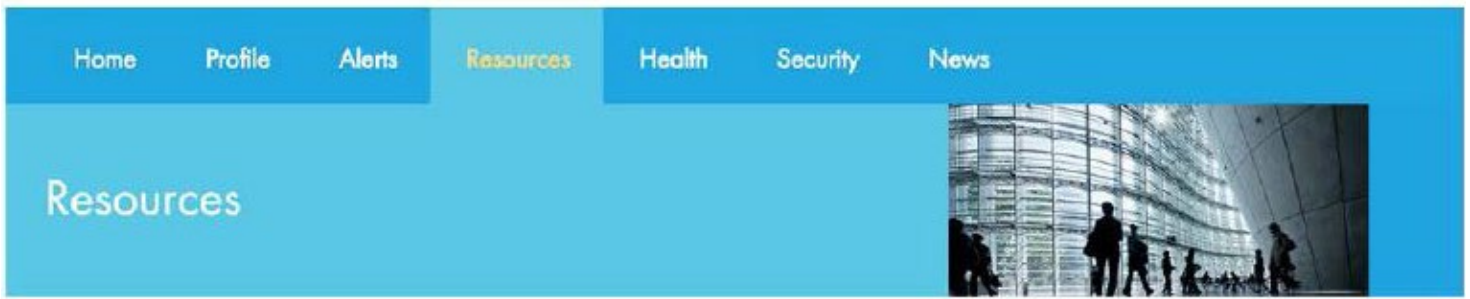
Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

#### Editorial Alerts

Editorial news from AIG such as case studies, webinars, travel health news and editorial news.

## Resources

The Resources page contains noteworthy resource links for travellers (links to external websites are not owned or managed by AIG).



### Resources

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

- [World Health Organization](#)
- [Centers for Disease Control and Prevention](#)
- [Translations](#)
- [Visa & Embassy](#)
- [Wikipedia](#)
- [World Weather](#)
- [Currency Calculator](#)
- [International Time](#)
- [World Clock Meeting Planner](#)
- [International Phone Directory](#)
- [International Airports](#)
- [International Herald Tribune](#)
- [International Country Calling Codes](#)
- [Worldwide Holidays and Observances](#)
- [Embassy World](#)
- [MD World](#)

# Health

The Health page will help you learn how to stay healthy during travel, as well as research your destination and prepare for trips ahead of time.

## Medical Risk Map

The Medical Risk Map allows you to view health-related concerns and risk rating across the world.

The screenshot shows the 'Health' section of the AIG Travel Assistance website. At the top, a navigation bar includes links for Home, Profile, Alerts, Resources, Health (highlighted), Security, and News. Below this is a large blue banner with the word 'Health' and a photo of a doctor using a tablet. Underneath the banner are three tabs: 'MEDICAL RISK MAP', 'TRAVEL HEALTH', and 'HEALTH ADVISORIES'. The main content area features a world map color-coded by risk level. A legend on the left titled 'Risk Levels' shows five categories: Minor (blue), Low (green), Moderate (yellow), High (orange), and Extreme (red). The map shows North America and Australia in blue (Minor), South America and parts of Africa and Asia in green (Low), Europe and Russia in yellow (Moderate), India and parts of Africa and Asia in orange (High), and sub-Saharan Africa and parts of Asia in red (Extreme). At the bottom of the map area is a search bar with the text 'Click or select a country' and an input field labeled 'Enter Country Name'. The footer contains the copyright notice: 'Copyright © 2017. American International Group, Inc. All rights reserved. Terms of Use | Privacy |'.

# Health

## Travel Health

The Travel Health sub-tab contains personalised travel health profiles, country health reports, disease directory, vaccination information and whitepapers.

- 1 Click on the "Create New" button to answer a brief form. Once you have completed the form a travel health trip profile will automatically appear. You can view or edit saved travel health trip profiles at any time.
- 2 Click on the dropdown under Explore by Country. Select a country you are interested in viewing. You can save, print or email these reports at any time.
- 3 Click on the dropdown under Disease Directory. Select a disease or ailment you are interested in viewing. You can save, print or email these reports at any time.
- 4 Click on any of the whitepaper titles you are interested in viewing. You can save, print or email these reports at any time.
- 5 Click on dropdown under Vaccination Information. Select a country you are interested in viewing. You can save, print or email these reports at any time.

The screenshot shows the 'Health' section of the AIG Travel Assistance website. The navigation bar includes 'Home', 'Profile', 'Alerts', 'Resources', 'Health', 'Security', and 'News'. The 'Health' section is highlighted in the navigation bar. Below the navigation bar is a 'Health' header with a background image of a doctor. The main content area is divided into six sections:

- Customised Trip Health Information:** Contains a 'Create a New Trip Profile' section with a 'CREATE NEW' button (1) and a 'View or Edit a saved Trip Profile' section with a dropdown menu (None) and a 'VIEW / EDIT' button.
- Explore by Country:** Contains a dropdown menu labeled '--Select--' (2) and an 'EXPLORE' button.
- Search for Diseases or Conditions:** Contains a search input field and a 'SEARCH' button (3).
- Travel Health White Papers:** Contains a list of whitepapers: 'Yellow Fever', 'Travel Health Tips', 'Meningococcal Meningitis', and 'Measles', with a 'See All Travel Health White Papers' link (4).
- Vaccination Information:** Contains a dropdown menu labeled '--Select--' (5) and a 'GET VACCINE INFORMATION' button.
- Travel Resources:** Contains links for 'Medical Translation Phrases', 'Medical Drug Equivalencies', and 'More...'.

# Health

## Health Advisories

The Health Advisories sub-tab contains health advisories, webcasts and whitepapers produced by AIG Travel.



### Health Advisories



#### Travel Health Advisories

- [Yellow Fever Travel Health Advisory, April 2017](#)
- [Tuberculosis Health Advisory, March 2017](#)
- [Zika Virus, August 2016](#)
- [Typhoid Fever, October 2015](#)
- [Southeast Asia Haze, October 2015](#)
- [MERS, June 2015](#)
- [Flu, February 2015](#)
- [Ebola overview](#)



#### World Health Days

- [Autism Awareness](#)
- [Down Syndrome](#)
- [Immunization](#)
- [Malaria](#)
- [Tuberculosis](#)
- [Vector Borne Diseases](#)



#### Health Safety Guides

- [Ramadan Health Tips](#)
- [Hypothermia Guide](#)

# Security

## Security Services

The Security Services page contains in-depth global security information covering a wide range of topics, such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

The Security Services sub-tab explains benefits and services.

**Home** **Profile** **Alerts** **Resources** **Health** **Security** **News**

## Security

**COUNTRY REPORTS** **SECURITY ARTICLES** **SECURITY TRAINING**

### Security

View articles on travel-related safety general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.

#### Country Reports

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country

**Countries and territories**

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra

**SUBMIT**

# Security

## Country Reports

The Country Report will load, and you can click on sub tabs to view information on political conditions to cultural factors. A risk indicator, useful links (e.g., maps, public holidays, weather, and electricity voltage) and latest alerts are displayed. You may print or email country reports.

### Country Reports

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country:

**Countries and territories**

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra

**SUBMIT**

If traveling to a country not listed, please [Contact Us](#) to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email [houstonagoc@aig.com](mailto:houstonagoc@aig.com), and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

Risk Indicator	
Overall	<b>EXTREME</b>
Crime	<b>HIGH</b>
Terrorism	<b>EXTREME</b>
Conflict	<b>EXTREME</b>
Political	<b>EXTREME</b>
Infrastructure	<b>HIGH</b>
Kidnapping	<b>EXTREME</b>
Corruption	<b>EXTREME</b>
Civil Unrest	<b>HIGH</b>
Cyber Issues	<b>MODERATE</b>

### Useful Information

- [Public holidays](#)
- [Weather forecast](#)
- [Maps](#)
- [Afghan News Network](#)
- Electricity: 220 volts, 50 Hz; for the most commonly used plug types, please [click here](#).

### Latest Travel Alerts

- [Afghanistan \(3 Jan\) Large anti-IS protest ongoing in Herat](#)
- [Afghanistan \(2 Jan\) Multiple rockets hit Kabul's International Airport](#)
- [Afghanistan \(14 Dec\) Continued threat to U.S. nationals operating in Afghanistan](#)
- [Afghanistan \(30 Nov\) China rejects Indian media claims of military patrols within border areas of Afghanistan](#)
- [Afghanistan \(21 Nov\) Islamic State claims attack at Kabul mosque](#)

<< >> page 1 of 3

### Latest Daily News

- [Afghanistan - 3 Jan 2017 - Large anti-IS protest reported in Herat](#)
- [Afghanistan - 2 Jan 2017 - Multiple rockets hit Kabul's International Airport](#)
- [Afghanistan - 14 Dec 2016 - U.S. Embassy in Kabul issues Security Message regarding continued threat to U.S. nationals](#)
- [Afghanistan - 10 Nov 2016 - U.S. Embassy issues Emergency Message on potential attack](#)
- [Afghanistan - 1 Nov 2016 - Suspected Islamic State attack in Jalalabad](#)

<< >> page 1 of 3

### Afghanistan

[Print](#) | [Email](#)

- OVERVIEW
- POLITICAL CONDITIONS
- SECURITY ISSUES
- TRAVEL LOGISTICS
- CULTURAL FACTORS
- CONTACT DETAILS
- HEALTH ADVISORY

### Overview

- AIG Travel Security rates Afghanistan as an **EXTREME** threat location due to significant risks posed by ongoing conflict conditions, terrorism, political and social instability, civil unrest, crime and kidnapping as well as corruption.

Afghanistan is located in central south Asia and is bordered by Pakistan, Turkmenistan, Iran, Uzbekistan, Tajikistan and China. Afghanistan continues to face increased levels of violence as of 2015 as the country attempts to handle full responsibility of its security affairs in the aftermath of the U.S. and NATO combat forces withdrawal at the end of 2014. The country has struggled with managing ongoing security threats including ongoing conflict conditions, high-level terrorist activity, political and social instability, crime and kidnapping as well as endemic corruption.

There is an **EXTREME** risk of terrorism stemming primarily from the Taliban – a Sunni militant group of predominantly Pashtun ethnic background – which aims to destabilize the central government and regain administrative control of Afghanistan. Taliban-associated terrorist attacks are frequent occurrences, especially in the capital, Kabul, where such attacks often target vital infrastructure, including government and military buildings, foreign embassies and the airport. The death of Mullah Omar, the founder and leader of the Taliban, has exacerbated tensions in the country. The group has drastically increased attacks since August 2015 during a turbulent transfer of leadership as the group attempts to display its power amongst supporters and in areas under their control. Several other groups have also been involved in terrorist attacks in the country, and most recently the Islamic State (IS) militant group, is reported to have established a presence and carried out attacks in the country.

A weak central government is a primary concern affecting social and political stability in the country. The central government does not have full administrative control over many provincial areas and security and military forces do not have the capacity to properly secure the entirety of the country. Although foreign investment has increased in recent years, internal political struggles, social tensions as well as continued conflict conditions continue to exacerbate security conditions. Foreign troops maintain some presence in the country; however, these play a largely advisory role as the responsibility of actually securing the country falls to the ill-equipped Afghan forces. Such elevated concerns are expected to persist throughout 2015.

The unity government of President Ashraf Ghani and Chief Executive Officer Abdullah Abdullah – formed following successful mediation after the 2014 elections, which saw widespread allegations of voter and electoral fraud – has led the country since September 2014. The government has largely quelled the internal feuds that characterized Afghan politics following the controversial 2014 elections and is attempting to work together; however, instability concerns remain and relations between Ghani and Abdullah are tenuous, and subject to deterioration. Politically motivated civil unrest is a concern in the near future as relations between Ghani and Abdullah may rapidly change and give way to political impasses.

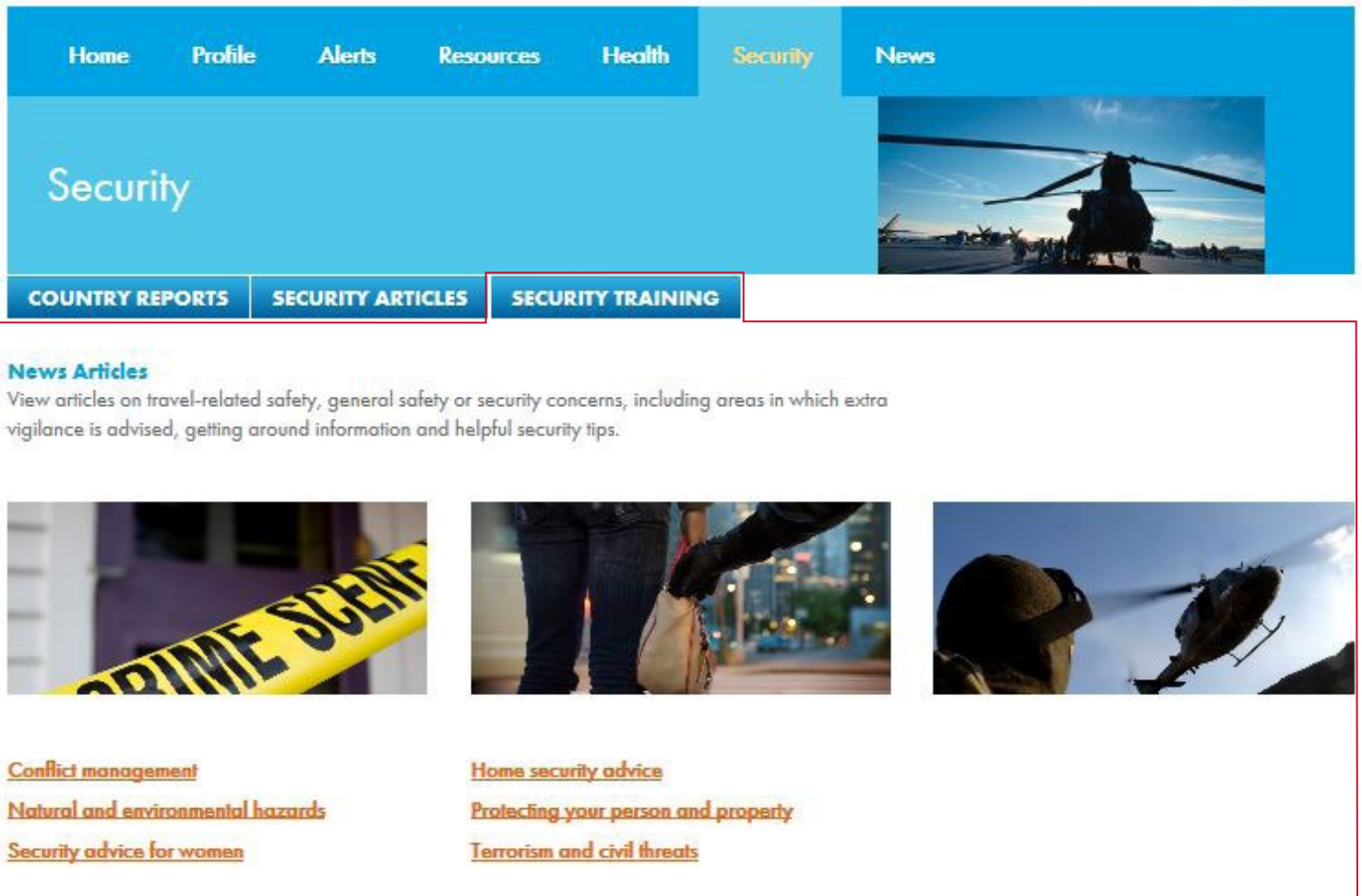
Corruption fuels almost all security matters in the country and as such, it is a major threat to the future development and stability of the country. Corruption affects the political, security and economic development of the country. Since the 2001 U.S. military intervention and the toppling of the former Taliban regime, corruption has significantly increased and has now become deeply entrenched in everyday operations of the government and security and civil services.



# Security

## Security Articles

The Security Articles sub-tab contains general articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.



The screenshot shows the 'Security' sub-tab selected in a navigation menu. Below the menu are three tabs: 'COUNTRY REPORTS', 'SECURITY ARTICLES', and 'SECURITY TRAINING'. The 'SECURITY ARTICLES' tab is active, displaying a 'News Articles' section with a descriptive paragraph and three image thumbnails. Below the thumbnails are two columns of article titles, each with a red underline.




**Home** **Profile** **Alerts** **Resources** **Health** **Security** **News**

## Security

**COUNTRY REPORTS** **SECURITY ARTICLES** **SECURITY TRAINING**

### News Articles

View articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.



[Conflict management](#)  
[Natural and environmental hazards](#)  
[Security advice for women](#)

[Home security advice](#)  
[Protecting your person and property](#)  
[Terrorism and civil threats](#)

# Security

## Security Awareness Training

The Security Awareness Training videos sub-tab contains online travel safety videos and brief knowledge tests for each one. These videos and knowledge tests can be accessed at your leisure and once completed a Certificate of Achievement will display. This online training provides the tools and information necessary to be an aware, organised and prepared traveler.

- 1 Take a moment to read the user guide.



### Travel Security Awareness Training

While traveling can be exciting, it can also be full of hidden dangers. Through this training you will learn how to research your destination and prepare for your trip ahead of time. You will also learn how to travel safely once you reach your destination, stay healthy while abroad and avoid becoming a victim of crime. Preparedness is the key to safe travels.

In order to complete your Travel Security Awareness Training, you must take the knowledge test located at the end of each training module. The entire set of training modules and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Please also take a moment to read the user guide, accessed by [clicking here](#) 1

Each security video module must be completely viewed, including quiz completion, to be marked complete. Videos may be viewed in any order.  
Overall Percentage 100%

#### 1-Business Travel, An Introduction



#### 2-Getting Around While Abroad





# Security

## Security Awareness Training

- 2 Click on a module to begin training.
- 3 At the end of each training video, you will take a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

**1-Business Travel, An Introduction** ^

Module Description  
This module gives you a basic understanding of how to prepare for business travel, and your role in staying healthy and safe when traveling abroad. In order to complete your Travel Security Awareness Training, you must view this module in its entirety and take the corresponding knowledge test located at the end of the module.

100% REPLAY

**2-Getting Around While Abroad** 2 v

**3-Staying Healthy Abroad** v

**4-Crime and Criminality** v

**5-Kidnapping and Terrorism** v

**6-Travel Safety for Women(Part 1)** v

**7-Travel Safety for Women(Part 2)** v

**Certificate of Achievement** ^

After successful completion of training modules 1 through 5 and corresponding knowledge tests, please click on "EMAIL" or "DOWNLOAD" in order to email, download or print your Certificate of Achievement.

3 EMAIL DOWNLOAD

**AIG** John Doe  
Travel Security Awareness Training  
Organization  
Date

**CERTIFICATE OF ACHIEVEMENT**  
Congratulations John Doe  
You have completed Travel Security Awareness Training

 **Travel Guard®**

# News

The News page contains case studies, general travel tips and news worldwide.

The screenshot displays the News page layout. At the top, a navigation bar includes links for Home, Profile, Alerts, Resources, Health, Security, and News. Below this, a large blue banner features the word "News" and a photograph of a meeting. A secondary navigation bar offers "CASE STUDIES", "ARTICLES", and "TESTIMONIALS". The main content area lists case studies: New Zealand, Brussels Attack, Ghana, Dominican Republic, and Burkina Faso, each with a dropdown arrow. On the right, a "SHARE YOUR TESTIMONIALS" form is visible, containing fields for First Name, Last Name, Email Address, Country of Residence, and Phone Number, along with a text area for "Your Story".



## Travel Guard®

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and global assistance. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services, including medical and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at [www.aig.com/travel](http://www.aig.com/travel) and [www.travelguard.com](http://www.travelguard.com).

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, 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 and the Tokyo Stock Exchange.

Additional information about AIG can be found at [www.aig.com](http://www.aig.com) | YouTube: [www.youtube.com/aig](https://www.youtube.com/aig) | Twitter: @AIGinsurance | LinkedIn: [www.linkedin.com/company/aig](http://www.linkedin.com/company/aig).

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