

AIG Group Plus – Expatriate Care Claims



Delivering a high-quality claims service is our top priority, so we have appointed Henner as the medical plan administrator for our Expatriate Care plan.

Henner is a medical plan administrator with more than 65 years experience and access to a worldwide network of 50 000 leading hospitals, clinics and diagnostic centres, providing access to the some of the best medical care available.

Today, it looks after 1,5 million people in more than 200 countries and reimburses 25 million treatments every year. Henner's staff speak more than 40 languages, so they are always able to understand your issue and respond quickly, wherever you are.

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For claims or questions relating to:

- Medical Expenses
- Medical and Emergency Assistance
- Hospital Referrals
- Political Evacuation
- Dental Care
- Vision Care

Medical claims are handled through different European service centres depending on the AIG branch that has underwritten your policy.

For policies produced in:

- Belgium
- Luxembourg

Contact:

Henner
Avenida 5 de Outubro, no. 125,
2º piso – 1050-052 Lisboa, Portugal

Email: aig.expatriatecare@henner.com

For online claims and history visit: www.aig.com/expat and click on the link to Henner.

Further information:

Visit www.aig.com/expat for more information.

Complaints

AIG strives to treat you in a courteous, fair and prompt manner. If despite AIG's efforts, you are not satisfied, you can address a complaint:

- by e-mail: belgium.complaints@aig.com
- by phone: +32 2 739 96 90
- by fax: +32 2 739 93 93
- by ordinary mail: AIG Europe S.A., complaints, Pleinlaan 11, 1050 Brussels.

AIG requests you to mention the policy number and/or claims file number and, if available, the name of the contact person within AIG.

Ombudsman for Insurances

If AIG cannot provide you with a satisfactory solution and if your complaint relates to the insurance agreement, you can also address the Ombudsman for Insurances at Square de Meeûs 35, 1000 Brussels - Tel +32 2 547 5871 - fax +32 2 547 5975 - info@ombudsman.as – www.ombudsman.as

Filing a complaint does not prejudice your possibility to start legal proceedings.

For Medical Assistance, Emergency Assistance and other Policy Benefits:

- Worldwide emergency repatriation and evacuation
- Medical Second Opinion service

Emergency assistance is provided through different European Assistance Centres depending on the AIG branch that has underwritten your policy.

For policies produced in:

- Belgium
- Luxembourg

Contact:

Tel: +32 2 739 99 11

The Assistance Centres operate through an emergency service that is staffed 24 hours a day, 365 days a year by highly experienced multilingual assistants. Customer service can be provided in 15 languages.

For claims or questions relating to:

- Third Party Liability
- Legal Assistance
- Personal Property
- Personal Accident
- Travel

Contact:

The local AIG branch that has underwritten the policy: www.aig.com/worldwide

AIG branch network:

Within the EEA the insurance will be underwritten by the relevant branch of AIG Europe S.A. For full branch details in a relevant jurisdiction please refer to www.aig.com/worldwide



www.aig.com/expat

Your insurance contract is subscribed by the Belgian branch office of AIG Europe S.A., located at Pleinlaan 11, 1050 Brussels, Belgium. RPM/RPR Brussels - VAT BE 0847.622.919 and registered with the National Bank of Belgium (NBB) under the number 1136. The NBB is located at de Berlaaimontlaan 14, 1000 Brussels. Your insurance contract is submitted to Belgian law.

AIG Europe S.A. is an insurance undertaking with R.C.S. Luxembourg number B 218806. Registered office: 35 D Avenue J.F. Kennedy, L-1855, Luxembourg. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances 7, boulevard Joseph II, L-1840 Luxembourg, GD de Luxembourg, Tel.: (+352) 22 69 11 - 1, caa@caa.lu, <http://www.caa.lu/>.

Belgium branch office located at Pleinlaan 11, 1050 Brussels, Belgium. RPM/RPR Brussels - VAT number: 0692.816.659. The Belgium branch is registered with the National Bank of Belgium (NBB) under the number 3084. The NBB is located at de Berlaaimontlaan 14, 1000 Brussels, www.nbb.be.

You can find our Privacy and AssurMifid policy on www.aig.be.

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