

LifelinePlus

Group Personal Accident & Travel + Crisis Insurance



Virtual Medical Care

“The doctor will see you now”... book an appointment for a time that suits you.

Virtual Medical Care provides you and your immediate family with unlimited, round the clock access to a GP.

- Unlimited access to GPs for consultations and medical advice
- Available 24 hours a day, 365 days a year
- Accessible via a website, app (GP Consultation only) or by phone
- Assessments by world-leading experts for complex medical cases or second opinions
- Available to you, your partner and your children (up to the age of 23)*
- No claim is required to access this service

Virtual Medical Care is a non-emergency service that consists of two key benefits:



GP Consultation

Round the clock access to GPs for medical advice, prescriptions or specialist referrals.

BOOKABLE 30 MIN TIME SLOTS



Expert Case Management

Assessments by leading experts for complex medical cases or second opinions

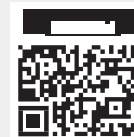
A GLOBAL NETWORK OF MEDICAL SPECIALISTS

Virtual Medical Care is provided on a complimentary basis as part of your employer's AIG Lifeline Plus policy.

To book an Appointment visit virtualmedicalcare.co.uk or call +44 (0)20 3499 0658

For more information about your Lifeline Plus policy visit mylifeline.co.uk

Virtual Medical Care App



* To be eligible for Virtual Medical Care you need to be insured under an AIG Lifeline Plus policy arranged by Pen Underwriting Limited. Virtual Medical Care is provided by Teladoc Health. Users of Virtual Medical Care who are insured under insurance products with AIG UK and its affiliates should be aware that it does not provide and is not responsible for Virtual Medical Care. To the fullest extent permitted by law AIG UK and its affiliates therefore excludes any and all liability for the contents of Virtual Medical Care, including any errors, omissions or inaccuracy of the content of Virtual Medical Care or any third party websites linked to Virtual Medical Care. AIG UK does not endorse any third party websites. 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. Any questions you have relating specifically to cover should be directed to your employer who arranged this insurance cover. 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 organization. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in approximately 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 | YouTube: www.youtube.com/aig | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) www.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 jurisdictions, and coverage is subject to underwriting requirements and actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds. Pen Underwriting Limited is authorised and regulated by the Financial Conduct Authority (FCA number 314493). Registered Office: The Walbrook Building, 25 Walbrook, London EC4N 8AW. Registered in England and Wales. Company Number: 5172311.