



**International Assignees:** This contact list is for expatriates for ongoing support while on assignment.

Issue Type	Department	Phone / Fax (Unless noted otherwise, contacts are based in the United States)	Email Address /Website	Hours of Support	Escalation Contacts - for emergency situations only (e.g. lapse in coverage, pay not received, benefits denied at emergency room, etc.)
Payroll, banking, address or personal data changes and issues with the International Assignee Life & Career Portal	HR Shared Services – Executive Support	+1-713-831-4352 (Direct Dial /International Collect) +1-713-620-3155 (Fax) 855-870-6722 (U.S.A. Toll Free) <b>Assignees located in Asia Pacific only:</b> KL support +6 03 2719 6013 (Direct Dial/International Collect)	<a href="mailto:HRSharedServices@aig.com">HRSharedServices@aig.com</a>	7:00 AM - 6:00 PM CT, Monday to Friday  <b>Assignees located in APAC only:</b> KL support 8:00 am to 8:00 pm (+8GMT), Monday through Friday	HR Shared Services Executive Support team will be responsible for escalating all international assignee cases for prompt response.
Asia-Pacific Manager HR Tools such as Workday and Timekeeping approvals	HR Shared Services – APAC	Country specific HR phone numbers can be found at <a href="http://www.aig.com/HRContact">www.aig.com/HRContact</a>	For all Asia Pacific HR support contact <a href="mailto:HRSharedServices@aig.com">HRSharedServices@aig.com</a>	HR Shared Services country hours of support can be found at <a href="http://www.aig.com/HRContact">www.aig.com/HRContact</a>	
Health and Insurance Benefits - Enrollment/eligibility	Benefits	<b>AIG Benefits Service Center</b> +1-800-265-5054 (domestic) +1-713-831-5921(International collect)	Active employees can access their Health & Welfare Benefits at <a href="http://contact.aig.net/benefits">http://contact.aig.net/benefits</a> (at work) or <a href="http://www.aigbenefits.bswift.com">http://www.aigbenefits.bswift.com</a> (at home).  Inactive employees and retirees can access their Health & Welfare Benefits at <a href="http://www.aigbenefits.bswift.com">http://www.aigbenefits.bswift.com</a> .	8:00 AM - 8:00 PM ET, U.S. time, Monday to Friday	<b>For MOP employees, and TCN employees based in the U.S.:</b> Roy Williams, <a href="mailto:roy.williams@aig.com">roy.williams@aig.com</a>  <b>For TCN employees outside of the U.S.:</b> <a href="mailto:INTLBenefits@aig.com">INTLBenefits@aig.com</a>
Medical and Dental Benefits – plan design and claims (MOP employees and TCN employees based in the U.S.)	Benefits	<b>For MOP- Aetna International Medical and Dental Benefits</b> +1-813-775-0190 (Direct or Collect outside the U.S.A)  For TCN employees based in the U.S.- Medical: United Health Care(UHC) 1-800-520-0806. Dental : Aetna 1-877-238-6200.	<b>Aetna International (AI)</b> <a href="http://www.aetnainternational.com">www.aetnainternational.com</a>  <b>UHC Medical:</b> <a href="http://www.welcometouhc.com/aig">www.welcometouhc.com/aig</a> (if not enrolled) <a href="http://www.myuhc.com">www.myuhc.com</a> (if already enrolled)  <b>Aetna Dental:</b> <a href="http://www.aetna.com">www.aetna.com</a>	AI customer service is available 24 hours a day/7 days a week.  MOP employees may register on <a href="http://www.aetnainternational.com">www.aetnainternational.com</a> for plan information or where you can find an extensive listing of direct settlement providers who contract with Aetna.	Roy Williams, <a href="mailto:roy.williams@aig.com">roy.williams@aig.com</a>



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Retirement Benefits – Pension (MOP Employees)	Benefits	<b>AIG Benefits Service Center</b> +1-800-265-5054 (domestic) +1-713-831-5921(International collect)	Employees can access Pension Benefits at <a href="http://contact.aig.net/benefits">http://contact.aig.net/benefits</a> (at work) or <a href="http://www.ibenefitcenter.com/aig">www.ibenefitcenter.com/aig</a> (at home).	8:00 AM - 8:00 PM ET, U.S. Monday to Friday	Helen Simmons, <a href="mailto:Helen.Simmons@aig.com">Helen.Simmons@aig.com</a>
Retirement Benefits – 401(k) Savings (MOP Employees)	Benefits	<b>AIG Benefits Service Center</b> +1-800-265-5054 (domestic) +1-713-831-5921(International collect)	Employees can access the AIG 401(k) Savings Center at <a href="http://contact.aig.net/401ksavings">http://contact.aig.net/401ksavings</a> (at work) or <a href="http://www.upointhr.com/aig">www.upointhr.com/aig</a> (at home).	8:00 AM - 8:00 PM ET, U.S. Monday to Friday	Mike McLoughlin, <a href="mailto:michael.mcloughlin@aig.com">michael.mcloughlin@aig.com</a>  Sandra Lee, <a href="mailto:Sandra.Lee@aig.com">Sandra.Lee@aig.com</a>
Insured Benefits - plan design and claims (TCN employees outside of the U.S.)	Benefits	<b>Medical/Dental – Cigna</b> 800-441-2668 (U.S.A/Canada)  International Calls: ATT Access Code + 800-441-2668 800-243-6998 (Toll Free Fax)  <b>Others:</b> Oksana Koval +1-212-770-5876	<b>Medical/Dental</b> (print out your ID card, find a provider, submit a claim):  Cigna: <a href="http://www.cignaenvoy.com">www.cignaenvoy.com</a>  <b>Others:</b> <a href="mailto:INTLBenefits@aig.com">INTLBenefits@aig.com</a>	Cigna is available 24 hours a day/7 days a week	Oksana Koval, <a href="mailto:INTLBenefits@aig.com">INTLBenefits@aig.com</a>
Pension and Retirement Benefits (TCN Employees)	Benefits	<b>TCN employees on AIO pension</b> Yohanna Hernandez, 1-212-770-7924  <b>TCN employees on other “home country” plans</b> – contact your home country HR/pension plan administrator	<b>AIO pension</b> <a href="mailto:INTLBenefits@aig.com">INTLBenefits@aig.com</a>		Martin Rondeau, <a href="mailto:INTLBenefits@aig.com">INTLBenefits@aig.com</a>



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<p>All assignment benefits including:</p> <ul style="list-style-type: none"> <li>• Assignment allowances and calculations</li> <li>• Relocation benefits (to start or end assignment)</li> <li>• Host country services, including lease and schooling</li> <li>• Home country services (property management, storage of goods)</li> <li>• Life-event changes impacting assignment benefits (marriage, childbirth, divorce, separation, etc.)</li> <li>• Immigration</li> </ul>	Global Mobility	<p><b>Cartus</b> (global mobility vendor) Please contact your assigned Cartus consultant at the phone number they provided. Cartus office numbers below apply to your host country region.</p> <p><b>Americas:</b> +1.203.205.3400 (USA) <b>APAC:</b> + 65.6880.5800 (Singapore) <b>EMEA:</b> +44.1793.756000 (United Kingdom)</p>	<p>Please contact your assigned Cartus consultant via the email address they provided. You may also log on to Cartus Online via the links below.</p> <p><b>Cartus Online</b> <a href="https://online.cartus.com/">https://online.cartus.com/</a></p>	Requests will be responded to within one business day	<p><b>Americas:</b> Charlene Johnson, Global Mobility Partner <a href="mailto:charlene.johnson@aig.com">charlene.johnson@aig.com</a> <a href="mailto:GlobalMobilityAmericas@aig.com">GlobalMobilityAmericas@aig.com</a></p> <p><b>Asia Pacific:</b> Noriza Shah, Global Mobility Specialist and David Snowling, Global Mobility Partner <a href="mailto:Noriza.Shah@aig.com">Noriza.Shah@aig.com</a> <a href="mailto:david.snowling@aig.com">david.snowling@aig.com</a> <a href="mailto:GlobalMobilityAPAC@aig.com">GlobalMobilityAPAC@aig.com</a></p> <p><b>EMEA:</b> David Snowling, Global Mobility Partner <a href="mailto:david.snowling@aig.com">david.snowling@aig.com</a> <a href="mailto:GlobalMobilityEMEA@aig.com">GlobalMobilityEMEA@aig.com</a></p> <p><b>Global/Further Escalation:</b> Sara Brown, VP Exec Comp &amp; Global Mobility <a href="mailto:sara.brown@aig.com">sara.brown@aig.com</a></p>



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All tax related assignment benefits including: <ul style="list-style-type: none"> <li>• Tax calculations</li> <li>• Hypothetical tax withholding</li> <li>• Tax return services</li> </ul>	Global Mobility	<b>Ernst &amp; Young</b> (global mobility tax vendor)  Please contact your assigned EY representative at the phone number they provided to you.	Please contact your assigned EY representative via the email address they provided. You may also log on to your EY portal via the link below.  <b>EY GlobalOne Individual Portal</b> <a href="https://www.myeyonline.ey.com/portal.ReDesign/security">https://www.myeyonline.ey.com/portal.ReDesign/security</a>	Requests will be responded to in one to two business days	<b>Americas:</b> Charlene Johnson, Global Mobility Partner <a href="mailto:charlene.johnson@aig.com">charlene.johnson@aig.com</a> <a href="mailto:GlobalMobilityAmericas@aig.com">GlobalMobilityAmericas@aig.com</a>  <b>Asia Pacific:</b> Noriza Shah, Global Specialist and David Snowling, Global Mobility Partner <a href="mailto:Noriza.Shah@aig.com">Noriza.Shah@aig.com</a> <a href="mailto:david.snowling@aig.com">david.snowling@aig.com</a> <a href="mailto:GlobalMobilityAPAC@aig.com">GlobalMobilityAPAC@aig.com</a>  <b>EMEA:</b> David Snowling, Global Mobility Partner <a href="mailto:david.snowling@aig.com">david.snowling@aig.com</a> <a href="mailto:GlobalMobilityEMEA@aig.com">GlobalMobilityEMEA@aig.com</a>  <b>Global/Further Escalation:</b> Sara Brown, VP Exec Comp & Global Mobility <a href="mailto:sara.brown@aig.com">sara.brown@aig.com</a>
Global Security Issues	Global Security Operations Center (GSOC)	+1-212-458-2020 (U.S.A) +1-212-458-2789 (U.S.A)	Email - <a href="mailto:GSOC@aig.com">GSOC@aig.com</a> AIG Contact (intranet) – <a href="https://contact.aig.net/1246_322_303.html">https://contact.aig.net/ 1246 322 303.html</a>	AIG Global Security's Operations Center is located at 175 Water Street and is manned 24 hours a day, 7 days a week, 365 days a year. The GSOC tracks major global incidents and assesses the impact they may have to AIG employees, buildings and overall assets worldwide.	Dan Gallagher Senior Director, Corporate Security <a href="mailto:Dan.Gallagher2@aig.com">Dan.Gallagher2@aig.com</a> +1-212- 770-7856 (in U.S.A.)



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Travel Assistance - services include help with emergency medical evacuation, referrals to hospitals and providers, lost or stolen luggage, travel delay reports etc. along with Travel Medical Assistance, Security Assistance, Worldwide Travel Assistance and VIP Concierge Services	Travel Assist® by Travel Guard	800-851-4651 (U.S.A/Canada) +1-817-826-7094 (International Collect)	<a href="http://www.aigbenefits.com/travelassist">http://www.aigbenefits.com/travelassist</a>	24/7/365 Requests will be responded to within one business day	Chris Helms Vice President, Operations AIG Travel   AIG Property Casualty 2929 Allen Parkway, 14th Floor, Houston, TX 77019  Tel +1 713-284-8236   <a href="mailto:chris.helms@aig.com">chris.helms@aig.com</a>
Inbound USA Assignee Assistance Services for services (without requirement of U.S. credit history or SSN): <ul style="list-style-type: none"><li>• Assistance with an AIG personal auto/renters/homeowner s/umbrella insurance policy</li><li>• Assistance with banking, personal unsecured credit cards, mobile phones, mortgage loans</li><li>• Assistance with car leasing or financing</li></ul>	AIG Travel – Travel Guard Global Expat Assistance Program	Phone/Fax – 1-800-452-4447 or direct dial 817-826-7059	Email- <a href="mailto:aigtarelocation@aig.com">aigtarelocation@aig.com</a>  Website - <a href="http://www.aig.com/travel/relocation">www.aig.com/travel/relocation</a>	24/7/365	Ken Stuart, Director of Sales Tel +1- 949-290-7231   <a href="mailto:ken.stuart@aig.com">ken.stuart@aig.com</a>

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