



Travel Insurance is changing on 1 Aug

From 1 August 2025, the University's travel insurance provider will change from Aon to AIG.

This update is due to a change in insurance broker, and there will be no gap in cover or change to the level of protection provided.

WHAT IS CHANGING?



EMERGENCY

The emergency assistance contact details will change from 1 August, as will the policy, but don't worry, your cover will remain the same.



ACTION

No action is needed to activate the new AIG policy, but travellers are advised to make sure they have the new Emergency Assistance details with them on their travels.

Making a Claim

Lost phone? Missed flight?

Contact your Departmental Administrator and the Insurance team as soon as possible

Use the guidance and online claim forms at finance.admin.ox.ac.uk/travel-insurance

Emergency Assistance

+44 (0)1273552922

This should be used in emergencies only.

Your Reference Number: 0010529856

Website: www.mylifeline.co.uk

Questions? Contact your Departmental Travel Administrator

This update was provided by the University Insurance team. For any unresolved queries, contact us at insurance@admin.ox.ac.uk or 01865 616038