

Agent Ezy Guide

General Enquiries

AIG Office and Branch Operating Hours: <https://www.aig.sg/aboutus/contact>

All proposal forms, brochures, guides, for all lines of business can be found under myAIG Portal at <http://www.myaig.com.sg> (search under the Products that you are looking for)

Consumer Lines (A&H, Auto and Homes)

- Tel - 6419 3033
- URL <http://www.aig.sg/customer-form>

Commercial Lines (All other Lines)

- Tel - 6419 1800
- URL <https://www-411.aig.com.sg/contactus/>

Search for Policy Status and Claim Status for all lines of business under myAIG Portal at <http://www.myaig.com.sg>

New submissions

- Liability Agt.lia@aig.com
- Marine Agt.mari@aig.com
- Financial lines Aigsgpfspc@aig.com
- A&H Group A&h-groupbenefits@aig.com
- A&H Individual <http://www.aig.com.sg/customer-form>

SME Online:

- Log in to myAIG Portal www.myaig.com.sg (click SME under My Applications on left of page)

SME Enquiries:

- Tel - 6419 1800
- Email AIGSGP.SME-Support@aig.com

To obtain Proposal Forms

- myAIG Portal www.myaig.com.sg, under Products
- www.aig.sg (Click on the respective Lines)

myAIG Portal www.myaig.com.sg

- Log in with email address and password. One Time Password will be sent via SMS to the registered handphone number

If you forget the login password, please click on the "Forgot Password" function on the main page.

Accident and Health

(A&H Individual Products: Sapphire Enhanced, Venus Care, Junior Advantage, Diamond HI)

A&H Individual New Business:

- eWay – www.myaig.com.sg (Select eWay on left)
- AIG Mobile Apps (Sapphire Enhanced only)
- www.aig.com.sg/buy-IPA (Sapphire Enhanced only)

A&H Individual Renewals:

- eWay – www.myaig.com.sg

A&H Individual Enquiries / Endorsements:

- <https://www-411.aig.com.sg/contactus/>
- eWay – www.myaig.com.sg

*Only Change of Policyholder Info/ Delivery Info endorsement applicable in eWay

A&H Individual Enquiries:

- Tel - 6419 3033
- <http://www.aig.sg/customer-form>

A&H Group Enquiries/ Renewals/Endorsements:

- a&h-groupbenefits@aig.com
- (A&H Group Products: Group Plus, Corporate Travel, Esteem PA, Group PROHealth)

Individual PROHealth New Business/ Renewal

Email: aig.commercial@henner.com

Individual PROHealth Endorsement/Cancellation

Email: aig.apac@henner.com

Individual/ Group PROHealth Enquiries:

- Tel - 6419 3033
- <http://www.aig.sg/customer-form>

PROHealth 24-hour contact details (c/o Henner-GMC)

- Tel – 6751 5271

Individual Travel Guard

- Atlas Portal – www.myaig.com.sg (Select ATLAS on left)
- AIG Mobile App (both iPhone and Android)
- AXS Machine
- <http://www.aig.com.sg/buy-travel-producers>

Annual Travel Renewal - Renewal notice with credit card payment

- Email: sgtravelsupport@aig.com
- AIG Mobile App
- <http://www.aig.sg/customer-form>

Policy Endorsement

- Atlas - www.myaig.com.sg - Select ATLAS on left
- Email - sgtravelsupport@aig.com
- <http://www.aig.sg/customer-form>
- AIG Mobile App
- <http://www.aig.sg/travel-changes>

To retrieve Travel Guard policy: <https://documents.travelguard.biz/dds/SGFUI.aspx> (Please provide Policy number, Given Name and Surname of customer) or call 64193033

To retrieve Travel Guard Policy email purchased via Mobile Application, input client's NRIC No (in UPPER CASE). You can also call 64193033 two days after submission via the mobile application.

Student Assist Application

- Atlas Portal – www.myaig.com.sg - Select ATLAS on left

Travel Claims Filing and Enquiries

- Email - sgclaims@travelguard.com
- Online Submission - <https://www-411.aig.com.sg/TravelClaims/>
- Tel - 6224 3698 (24 hour hotline) for claims
- Tel - 6733 2552 (24 hour hotline) for Travel Emergencies

Auto

Auto (Private, Commercial, High Value Vehicle) Quotation/New Business/Renewal

- eWay - www.myaig.com.sg (Select eWay on left)

Auto Endorsement

- Tel – 6419 3033
- <http://www.aig.sg/customer-form>
- AIG Mobile App
- eWay - www.myaig.com.sg (Select eWay on left)*

*Change of Policyholder or Policy Delivery Info, Period of Insurance (POI) extension, POI Movement endorsement applicable in eWay

Auto Accident Emergency

- Tel - 6338 6200 (24 hour hotline)

Homes

(Homes Products: Homes Advantage Ala-carte, Homes Advantage Package, Homes Complete, Enhanced Public Housing Contents Insurance, Public Housing Protection Plan)

Homes New Business

- eWay - www.myaig.com.sg (Select eWay on left)
- AIG Mobile App (Enhanced Public Housing Contents Insurance, Home Advantage Package, Home Complete)
- www.aig.com.sg/buy-HAP (Homes Advantage Package)
- www.aig.com.sg/buy-EPHCl (Enhanced Public Housing Contents Insurance)
- www.aig.com.sg/buy-HC (Homes Complete)

Homes Renewal

- eWay - www.myaig.com.sg (Select eWay on left)
- AIG Mobile App (Enhanced Public Housing Contents Insurance, Home Advantage Package, Home Complete, Public Housing Protection Plan)
- <http://www.aig.sg/customer-form> (Enhanced Public Housing Contents Insurance, Home Advantage Package, Home Complete, Public Housing Protection Plan)

Homes Enquires / Endorsement

- Tel – 6419 3033
- eWay - www.myaig.com.sg (Select eWay on left)*
- <http://www.aig.com.sg/customer-form>

Only Change of Policyholder or Policy Delivery Info endorsement applicable in eWay

Premier Client Solutions Enquires / Quotation

- Tel – 6419 3033
- Email – PersonalProperty-PCSQuotation@aig.com
- URL – www.aig.sg/premier
- PCS Online Web Quotation – Login via MyAIG Portal
 - Select Premier Client Solution Calculator under My Noticeboard

Premier Client Solutions Claims

- Tel – 6419 3099 (24 hr Dedicated Premier Hotline for Product Query and Claims Assistance)

PLUS

Plus New Business/Renewal

- eWay - www.myaig.com.sg (Select eWay on left)
- (Plus Product: Personal Solutions Plan, e.g. Golfer's Insurance, Identity Guard)

PLUS Enquires / Endorsement

- Tel – 6419 3033
- eWay - www.myaig.com.sg (Select eWay on left)*
- <http://www.aig.com.sg/customer-form>

Only Change of Policyholder or Policy Delivery Info endorsement applicable in eWay

Others

AIG Training

Under Events and Training tab in myAIG portal : <http://www.myaig.com.sg>

To check CPD Hours: <https://www.arc.com.sg>

- Key in ID (NRIC Number) and
- Password (Default is NRIC).
- Click Forgot Password or follow instructions to retrieve password if you have forgotten.

Other training enquiries: agencytraining@aig.com

Agent Recruitment Matters

Please email becomeapartner_sq@aig.com if you have any New Agent referrals or if you have queries related to Agent Recruitment.

Accounts

Accounts Related issues

- Tel - 6419 3033
 - <http://www.aig.com.sg/customer-form>
- (Select Producer, followed by Finance and Accounts)

Cheque Issuance

Payable to “AIG Asia Pacific Insurance Pte. Ltd.” Please indicate:

- Insured name and
- Policy no. on the reverse side of the cheque.

Claims

Auto Claims : Tel - 6419 3033
Travel Claims : Tel - 6224 3698
Other Claims : Tel - 6419 3033
Email : <http://www.aig.com.sg/customer-form>

Claims Form : <http://www.aig.com.sg/claims>

Line of Business	Claim Hotline (During Office Hours)	Claim Hotline (After Office Hours)	Online
Auto	64193033	63386200	Report an accident www.aig.com.sg/accident-reporting
Homes	64193033	64193033	Nil
PLUS	64193033	Nil	Nil
Individual Travel	62243698	62243698	Travel Guard http://www.aig.com.sg/claims-travel
Group Travel	62243698	62243698	Nil
A&H	64193033	Nil	Nil
Marine	64191086	Nil	Nil
Financial Lines	64191925	Nil	Nil
SME / Property / Energy	64191757	Crawford Saw Seng Cheng – 96345428 Eugene Goh – 81820872 Cunningham Marcus Mowe – 90277634 Garry Theng – 97915855	Nil
Casualty (WICA – Employee Compensation)	64191752 / 64191085	Nil	https://www.aig.sg/business-claims
Casualty (WICA – Common Law)	64191955	Nil	Nil
Casualty (Public Liability)	64191716 / 64191948	Nil	Nil

System Applications Technical Support

	Email	Hotline
MyAIG portal	sqp.myaiq-techsupport@aig.com	6419 3033 (Option 6)
SME Online	sqp.myaiq-techsupport@aig.com	6419 3033 (Option 6)
eWay	AIGSGP.Agent-TechSupport@aig.com	6419 3033 (Option 7)
ATLAS	AIGSGP.Agent-TechSupport@aig.com	
Please provide:		
<ul style="list-style-type: none"> • Agent code • Contact number • Print screen of the error 		

