

AIG eXtra FAQs

Login/Passwords

How do I get access to the online platform?

Please use the 'Sign-Up Today' link on the AIG eXtra 'login' homepage.

I have forgotten my password how do I gain access?

Go to the 'login' page of AIG eXtra and use the 'forgot password' link.

I need to change my password how do I do this?

On the home page click on the heading 'Change Password' which is in the Grey border at the top of the screen, enter the new password details as prompted and click 'Next' to confirm your change.

My password is locked how do I gain access?

Contact the Broker Service Centre on 0345 601 2998 or click the 'Contact Us' link on the eXtra homepage.

Products

How do I know what products my brokerage have access to?

Should you require any assistance please contact the Broker Service Centre on 0345 601 2998 or via the 'Contact Us' form within the platform.

Product specific underwriting teams

Group PA & Travel – Lifeline Plus / RapidQuote: 0345 601 2998

Liability – Excess Elite: 0345 601 2998

Financial Lines – PrivateEdge, Professional Liability, CyberEdge: 0161 817 6329

Marine – CargoGuard: 0121 626 4420

Quotes

How long do quotes last on the system?

Quotes are valid for 30 days after this time they will not be viewable or available to Accept.

I need to provide alternate quote/quotes for amended cover in addition to the generated Renewal terms, how do I do this?

To do this go to the 'Client Summary' and under the sub heading of 'Saved Quotes' click on '**here**' where prompted to be taken to 'Get a new quote' and select the product line as required. Once completed the alternate quotes can be found under the 'Client Summary' screen under 'Saved Quotes'.

I need to make changes with effect from New Business but have already Accepted cover; can you amend this post acceptance and provide me with an amended schedule?

Once cover has been Accepted a New Business or Renewal cannot be updated post acceptance and will have to be updated via an MTA from the effective date. Should you require any assistance please contact the Broker Service Centre on 0345 601 2998 or via the Contact Us form within the platform.

Mid-term adjustments

I need to make changes to a policy mid-term, how do I process an amendment?

Go to the 'Client Summary' screen and under the sub-heading 'Live Policies' will be the current policy term. Click 'View' and then 'Amend' on the right hand side of the screen and update the information as necessitates, once in order click on 'Proceed' and 'Accept'.

Renewals

I haven't received my terms where can I obtain these?

Login to AIG eXtra and search for the client; once the client record has been found click on the client name. This will take you to the 'Client Summary' screen, under the sub-heading 'Live Policies' will be the current live policy. To generate the Renewal terms click 'View' followed by 'Renew'. Answer the questions as prompted amending the risk details as necessary, once completed the quote will be calculated and you will be taken to the Quote Renewal Summary where 'Next' can be clicked and 'Confirm' to bind the renewal. Alternatively the quote can be exited without binding by clicking on 'Client info' on the top right hand side and then selecting 'Go to client summary'.

How far in advance can I obtain Renewal terms?

These can be generated up to 60 days in advance of the Renewal date.

I can't initiate the Renewal terms why?

If there is an MTA currently pending Renewal terms cannot be initiated until this is either Cancelled or Accepted. Pending MTAs can be located under the sub heading 'Adjustments in Progress' on the 'Client Summary' screen. To cancel a pending MTA click 'View' then 'Abandon' followed by 'Confirm'.

I have missed the inception/effective date and need to backdate cover how can I do this?

Please call the Broker Service Centre on 0345 601 2998 or alternatively via the 'Contact Us' form within the platform for further clarification.

Cover is not required from Renewal how do I lapse the policy?

Select 'Cancel' against the Renewal quote under the sub heading Renewals in progress on the Client Summary page, then select the reason from the drop down menu then click 'Yes'.

Policy

What are the minimum and maximum durations for policy periods?

Liability – Excess Elite:	1 day to 18 months
Group PA & Travel - Lifeline Plus:	6 months to 18 months
Financial Lines:	8 months to 18 months
Marine – CargoGuard:	12 months policy period

I've updated the clients name/address via 'Edit client details' but this has not updated on the policy schedule?

In addition to updating these details via 'Edit client details' an adjustment will also need to be processed to update the name/risk address on the policy schedule. To do this go to the 'Client Summary' screen and under the sub heading 'Live Policies' will be the current policy term. Click on 'Amend' on the right hand side of the screen and update the information as necessitates, once in order click on 'Proceed' and 'Accept'.

I need to cancel a policy how do I do this?

Cancellations are not supported by AIG eXtra, if cover has been bound in error or a policy requires cancellation please contact the Broker Service Centre to arrange this on 0345 601 2998 or via the 'Contact Us' from within the platform.

I need to extend a policy how do I do this?

To do this go to the 'Client Summary' screen and under the sub heading 'Live Policies' will be the current policy term. Click on 'Amend' on the right hand side of the screen and update the 'Cover End Date', once in order click on 'Proceed' and 'Accept'. Should you require any assistance please contact the Broker Service Centre on 0345 601 2998 or via the 'Contact Us' from within the platform.

I need to provide alternate quote/quotes for amended cover in addition to the generated Renewal terms how do I do this?

The option of 'New Quote' is pinned on the headed tabs and is also available via the right hand window/tile under the 'Client Summary' page, selecting 'New Quote' provides the option to 'Get a quote' for the most recently viewed client or another client.

Commission

How do I amend my commission level?

This will need to be done whilst quoting at New Business or Renewal once the New Business or Renewal Quote is in Obtained status by selecting 'View'. Within the Renewal Quote - Renewal Summary section, click 'Edit' next to the Commission field on the right hand window/tile. 'Commission override' then appears as a pop-up window where the commission can be amended and stored by clicking 'Update'.

I've amended my commission to net but the premium has not reduced, why?

This will most likely be a minimum premium due for the cover selected, for further clarification please contact the Broker Service Centre on 0345 601 2998 or via the 'Contact Us' form.

Invoicing

Who do I contact regarding account or invoicing queries?

Please contact the Broker Service Centre on 0345 601 2998 or via the 'Contact Us' from within the platform.

Making a claim

Liability – Excess Elite

Phone: + 44 (0) 208 680 7254
Email: ClaimsUK@aig.com

**Group PA & Travel – Lifeline Plus
Personal Property/Baggage or Money**

Concierge claims service
Phone: 0344 892 0319 (UK only)
+ 44 (0)20 7359 3433 (overseas)
Email: lifelinebaggageclaims@aig.com

All other Claims

Phone: + 44 (0) 345 602 9429
Fax: + 44 (0) 20 8253 7569
Email: A&HClaims@aig.com

Financial Lines

All notifications relating to claims or circumstances must be in writing to:

Financial Lines Claims
American International Group UK Limited
2-8 Altyre Road
Croydon CR9 2LG.

or by email:

PrivateEdge: Claims.PrivateEdge@aig.com
Professional Liability & CyberEdge: Claims.PI@aig.com

Marine - CargoGuard

Email: marineclaimslondon@aig.com
Phone: +44 (0) 20 8253 7535

