

# FAQ's



## LOGIN/ PASSWORDS

### How do I get access to the online platform?

Please e-mail the request to the AIG Extra Support Team at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com) please include your full name, e-mail address, a direct dial contact telephone number and the address of your branch.

### I have forgotten my password how do I gain access?

Go to the 'log-in' 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 highlighted in Grey on the Blue 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?

Please contact the AIG Extra Support Team on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

## PRODUCTS

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

Should you require any assistance please contact the AIG Extra Support Team on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

### What is PA Cover?

Personal Accident Cover; this is a benefit payable as a result of an insured person sustaining bodily injury in an accident.

## 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 AIG Extra Support Team on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

## 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 on 'Amend' on the right hand side of the screen and update the information as necessitates, once in order click on 'Proceed' and 'Accept'.

## Extra FAQ's

### 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 and this will take you to the 'Client Summary' screen, under the subheading 'Live Policies' will be the current live policy, to generate the Renewal terms click on '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 Summary' screen where you can either click 'Proceed' to 'Accept' cover or alternatively exit the quote by clicking on 'Client Summary' which is highlighted in Grey in the top right hand corner.

#### 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 MTA's can be located under the sub heading 'Adjustments in Progress' on the 'Client Summary' screen. To cancel a pending MTA click 'Cancel' or alternatively click 'View/Amend' and progress to the 'Quote Summary' screen, then click 'Proceed' and 'Accept'.

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

Please call the AIG Extra Support Team on 0845 601 2998 or alternatively e-mail [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com) for further clarification.

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

Cover will automatically lapse once past expiry if the Renewal has not been 'Accepted'.

### POLICY

#### What are the minimum and maximum durations for policy periods?

Excess Liability Combined: 1 day to 18 months  
Group PA & Travel: 6 months to 18 months  
D&O: 6 months to 18 months

#### 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 AIG Extra Support Team to arrange this on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

#### 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 AIG Extra Support Team on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

#### I need to amend the expiry date of a policy to fall in line with a common renewal date 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'. Please note mid term changes to the Group PA & Travel Rapid Quote product are not actionable. Should you require any assistance please contact the AIG Extra Support Team on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

#### 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'.

### COMMISSION

#### How do I amend my commission level?

This will need to be done whilst quoting at New Business or Renewal and can be done by clicking on 'Modify Commission' whilst on the 'Quote Summary' screen. Once altered; click on 'Recalculate' then 'Proceed'.

#### 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 AIG Extra Support Team on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

### INVOICING

#### Who do I contact regarding account or invoicing queries?

Please contact the AIG Extra Support Team on 0845 601 2998 or e-mail at [servicecentreextrasupport@aig.com](mailto:servicecentreextrasupport@aig.com)

### MAKING A CLAIM

#### Excess Liability Combined

Phone: + 44 (0) 208 680 7254  
Email: [ClaimsUK@AIG.com](mailto:ClaimsUK@AIG.com)

#### Group PA & Travel

##### Personal Property/Baggage or Money

Concierge claims service  
Phone: 0844 892 0319 (UK only)  
+ 44 (0)20 7359 3433 (overseas)  
Email: [lifelinebaggageclaims@AIG.com](mailto:lifelinebaggageclaims@AIG.com)

##### All other Claims

Phone: + 44 (0) 845 602 9429  
Fax: + 44 (0) 20 8253 7569  
Email: [A&HClaims@AIG.com](mailto:A&HClaims@AIG.com)

#### D&O

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 facsimile to + 44 020 8680 7321

or by email to [Claims.Privateedge@aig.com](mailto:Claims.Privateedge@aig.com)

