

AIG CHAT

Quick, convenient real-time conversations



Questions Answered Immediately by a Live Person

We've introduced AIG Chat onto AIG eXtra as a way for you to reach our Broker Service Centre at the exact moment you have a question or problem you can't solve. No longer will you need to stop what you are doing, pick-up the phone or send an email to have your questions answered. AIG Chat puts you in touch with our service and underwritings teams immediately to help you navigate our e-trading platform and our SME policies.



Better Service, Fewer Referrals

To start AIG Chat while you're on AIG eXtra, just click the button in the top right corner.

You'll then be connected to a dedicated AIG Chat advisor at our Broker Service Centre.

If your query is product specific we may pass you across to an advisor within the relevant product team. The switch will be seamless, and you won't need to explain the issue again as they'll quickly be able to read-up on your previous conversation.

AIG Chat is best used for straightforward platform or product related queries. If your question is of a complex or more involved nature, please continue to use the 'refer to underwriter' function.

Linked to your Account

Unlike when you call our helpline, with AIG Chat you won't need to go through who you are. Your conversation is automatically linked to your account, allowing our team to immediately know where you are on AIG eXtra and what screen or question may be causing you an issue.

Plus, conversation details are automatically saved to your account, allowing them to be referred to at a later stage if required.

Support Hours

AIG Chat support is available during normal UK working office hours, excluding public holidays. If you have a question outside of these hours, you can still use the 'refer to underwriter' or 'contact us' function which will be picked-up by our team during normal trading hours.

The AIG Chat button will be inactive outside of normal working hours.

aig.co.uk/etrade