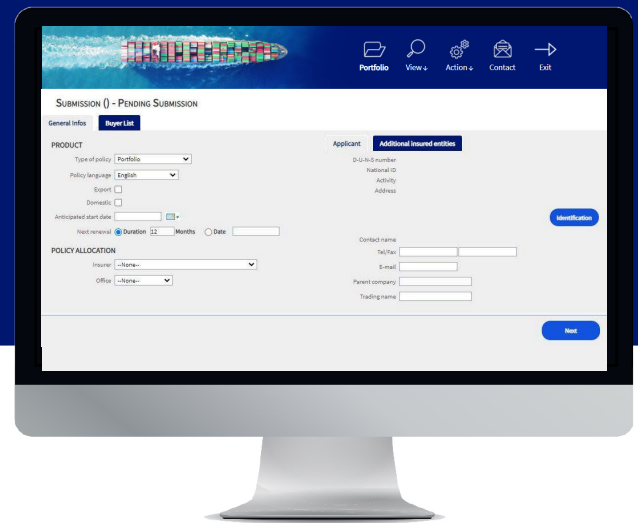


## AIG QUICK REFERENCE GUIDE

# TradEnable<sup>SM</sup> Portal Policy Lifecycle Insured/Broker Portal



## Overview

Once an insured has a policy, they can interact with AIG on different subjects to administrate their policy:

- Ask for minor policy changes (i.e., change the administrative contact to whom email notifications will be sent) which do not impact the policy schedule. Those modifications are directly performed by AIG in the back-end system.
- Request a policy modification (Mid Term Amendment MTA) which impacts the policy schedule and requires to re-edit the policy document. They can follow the request status and the broker can accept the new version on their portal.
- If the commercial underwriter decides to renew the policy, the insured completes a renewal form and goes through a new quote process where their broker can accept the new version on their portal.
- Depending on the policy terms, the insured/broker can request a policy cancellation or a No-Claim Bonus (out of the system). AIG can perform the related actions in the back-end system.

The insured can also declare their turnover on their portal, which will be registered by AIG.

## Mid Term Amendments (MTA)

The broker/Insured can request an MTA directly in the insured portal or can contact the commercial underwriter who can log the request directly in the back-end system. A commercial underwriter reviews the MTA request task and decides to either decline the request or launch a new quote process. The new quote version inherits parameters, clauses, and the basic policy info (i.e., people and contacts) from the current policy version. AIG can modify the information to fit the Insured/broker MTA request and issue a new NBI & policy schedule which follows the same acceptance process as described in the **Policy Creation QRG**.

The commercial underwriter can create one quote with as many quote versions as needed. Once the policy is activated, a new policy version is created. If necessary, the commercial underwriter will manually review the premium and fess schedule to integrate the MTA pricing modification.

### MTA Status

The following statuses are applicable to MTA:

- **New:** a modification request has been created by the insured or AIG on behalf of the insured.
- **Quote in progress:** a quote has been created in relation to the modification request and users can view the corresponding quote line to see additional details.
- **Processed:** the modification request is done
- **Declined:** the modification request has been declined by AIG

## Turnover Declaration

Depending on the policy terms, the Insured/broker must regularly declare the turnover of the company on the portal. Each turnover declaration is registered in the AIG system.

At the end of the policy period, AIG checks if the declared turnover is aligned with the estimated turnover defined during the quote process, and AIG may adjust the premium schedule.

## Renewal

Several weeks before a policy renewal date, AIG may deactivate the policy at expiry date or send the Renewal form to the insured/broker to gather information useful for the new renewal quote. AIG launches a new quote process to renew the policy. The new quote version inherits the basic information and parameters from the current policy. If necessary, AIG modifies it to fit the Insured/broker request and issues a new NBI/policy schedule which follow the same acceptance process as described in the **Policy Creation QRG**.

### Renewal Status

The following statuses are applicable to renewals:

- **Policy renewal request:** the renewal process has not yet started by AIG
- **Create quote:** a quote is created by AIG. Once the renewal quote has been completed and the Policy documents issued, the quote will be available in the Broker's inbox for the concerned policy
- **Policy will be cancelled on X-X:** the policy will not be renewed, it will be cancelled at the end of the period
- **Policy renewed:** the policy has been renewed, the policy version is activated

## View Policy Detail

Once the policy is activated, the insured can access the policy file to view the basic info, the stakeholders and their contacts, the policy documents.

The insured can view:

- Stakeholders (i.e., insured, managing broker)
- AIG's commercial and risk owner(s) of the policy
- Insured default contact(s)
- Basic information including policy dates and currency
- Policy documents

## Declare Turnover

When the declaration for a given period is available, an email is sent to the insured/broker. The insured/broker declares the turnover for the period on the portal and the system automatically sends a Turnover declaration acknowledgement with the Turnover declaration form attached.

If the insured/broker does not complete the turnover declaration in time, they will receive a Turnover declaration reminder 10 and 13 days before the end of the declaration period.

