

### General Enquiries

AIG Office and Branch Operating Hours: [http://www.aig.com.sg/contact-us#pr\\_c0\\_cr\\_inpagetitle\\_2](http://www.aig.com.sg/contact-us#pr_c0_cr_inpagetitle_2)

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

### Consumer Lines (PA, Auto and Homes)

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

### Commercial Lines (WICA, Public Liability, SME, Financial Lines, etc)

- Tel - 6419 1800
- URL <http://www.aig.com.sg/customer-form>

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

### New submissions

- Casualty [Agt.lia@aig.com](mailto:Agt.lia@aig.com)
- Marine [Agt.mari@aig.com](mailto:Agt.mari@aig.com)
- Financial lines [Agt.flin@aig.com](mailto:Agt.flin@aig.com)
- A&H Group [A&h-groupbenefits@aig.com](mailto: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](http://www.myaig.com.sg) (click SME under My Applications on left of page)

SME Enquiries:

- Tel - 6419 1800
- Email [AIGSGP.SME-Support@aig.com](mailto:AIGSGP.SME-Support@aig.com)

### To obtain Proposal Forms

- myAIG Portal [www.myaig.com.sg](http://www.myaig.com.sg), under Products
- [www.aig.com.sg](http://www.aig.com.sg) (Click on the respective Lines)

**myAIG Portal** [www.myaig.com.sg](http://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** Enquiries / Renewals / Endorsements:

- Tel - 6419 3033
- <http://www.aig.com.sg/customer-form>  
(A&H Individual Products: Sapphire Enhanced, Venus Care, Junior Advantage)

Individual Global Health: [IndividualHealth@aig.com](mailto:IndividualHealth@aig.com)

#### **A&H Group Enquiries/ Renewals/Endorsements:**

- [a&h-groupbenefits@aig.com](mailto:a&h-groupbenefits@aig.com)

(A&H Group Products: Group Plus, Corporate Travel, Esteem PA, Group Global Health)

#### **Global Health Enquiries**

- Tel - 6557 0896
- Fax - 6557 0796

#### **Individual Travel Guard**

- Atlas Portal – [www.myaig.com.sg](http://www.myaig.com.sg) - Select ATLAS on left
- AIG Mobile App (both iPhone and Android)
- AXS Machine

#### **Annual Travel Renewal - Renewal notice with credit card payment**

Email: [sgtravelsupport@aig.com](mailto:sgtravelsupport@aig.com)

#### **Policy Endorsement**

- Atlas - [www.myaig.com.sg](http://www.myaig.com.sg) - Select ATLAS on left
- Email - [sgtravelsupport@aig.com](mailto:sgtravelsupport@aig.com)
- Tel - 64193033

To retrieve Travel Guard policy: <https://www.dds.aigtravel.com/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](http://www.myaig.com.sg) - Select ATLAS on left

#### **Travel Claims Filing and Enquiries**

- Email - [sgclaims@travelguard.com](mailto:sgclaims@travelguard.com)
- Tel - 6224 3698
- Tel - 6733 2552 (24 hour hotline) for Travel Emergencies

#### **Auto**

##### **Private Auto Quotation**

a) Online Auto Quotation Request (AQF) [www.myaig.com.sg](http://www.myaig.com.sg) (Select Auto Quotation Request on left)

- **UserID (6 digits):** XXXXXX (your agent code)
- **Subcode:** 000 (3 numerical zeroes)

b) ABC (Auto Quote) - [www.myaig.com.sg](http://www.myaig.com.sg) (Select ABC on left)

##### **Commercial Auto Quotation**

Online Auto Quotation Request (AQF) [www.myaig.com.sg](http://www.myaig.com.sg) (Select Auto Quotation Request on left)

- **UserID (6 digits):** XXXXXX (your agent code)
- **Subcode:** 000 (3 numerical zeroes)

**High Value Vehicle^ (HVV)** – Complete HVV form downloaded from [www.myaig.com.sg](http://www.myaig.com.sg) under Products / Auto / Auto-Personal (Forms and reference materials) and submit via:

- Fax - 6415 3723
- <http://www.aig.com.sg/customer-form> - attach HVV Form in Contact Us

#### **Auto New / Renewal**

- a) ABC (Auto Quote) - [www.myaig.com.sg](http://www.myaig.com.sg) (Select ABC on left)
- b) Front Counter (immediate if all documents are correctly and completely completed, with exception of HVVs.)
- c) Fax 6415 3723\*

^ Turnaround Time for High Value Vehicles: **3** working days

\* Turnaround Time for Fax in Quotations: **5** working days

To retrieve Auto quote email sent via Auto Quotation request (AQF): Please key in the first 4 letters of your name (**case sensitive and space is included**) and then key in the last 4 digits of your mobile phone number. Please note that the name is as per what is shown when you log in to AQF and your mobile number is as per what you keyed in as your mobile number in AQF.

For example,

- if the name that appears in AQF is “Tan Bee Bee” and mobile is “91234567”, then the password is “Tan 4567”.
- if the name that appears in AQF is “Ho Stanley” and mobile is “91234567”, then the password is “Ho S4567”.

#### **Others**

#### **AIG Training**

**Training Website (Registration and Training Schedules):** <http://aig.netdns.net>

ID and default password is your 6 digit producer code. Click on Forgot your Password to retrieve password if you have forgotten.

**To check CPD Hours:** <https://www.arcm.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](mailto:agencytraining@aig.com)

#### **Agent Recruitment Matters**

Please email [becomeapartner\\_sg@aig.com](mailto:becomeapartner_sg@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 Fax – 6835 7416  
**Travel Claims** : Tel – 6224 3698 Fax – 6835 7458  
**Other Claims** : Tel – 6419 3033 Fax – 6835 7417  
**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)
Auto	64193033	63386200
Homes	64193033	62249466 - McLarens 96951338 - Mr Chan Ping Siew
Golfers / ID Guard	64193033	Nil
Indiv Travel	62243698	62243698
Group Travel	62243698	62243698
A&H	64193033	Nil
Marine	64191086	Nil
Financial Lines	64191925	Nil
SME / Property / Energy	64191757	85892246 - Crawford 96155864 - Cunningham
Casualty (WICA - Employee Compensation)	64191752 / 64191085	97820809
Casualty (WIC Common Law)	64191955	97820809
Casualty (Public Liability)	64191943	97820809

## System Applications Technical Support

	Email	Hotline
<b>MyAIG portal</b>	<a href="mailto:sgp.myaig-techsupport@aig.com">sgp.myaig-techsupport@aig.com</a>	6419 3033 (Option 6)
<b>SME Online</b>	<a href="mailto:sgp.myaig-techsupport@aig.com">sgp.myaig-techsupport@aig.com</a>	6419 3033 (Option 6)
<b>ATLAS</b>	<a href="mailto:AIGSGP.Agent-TechSupport@aig.com">AIGSGP.Agent-TechSupport@aig.com</a>	
<b>ABC</b>	<a href="mailto:AIGSGP.Agent-TechSupport@aig.com">AIGSGP.Agent-TechSupport@aig.com</a>	
<b>AQF</b>	<a href="mailto:AIGSGP.Agent-TechSupport@aig.com">AIGSGP.Agent-TechSupport@aig.com</a>	
Please provide: <ul style="list-style-type: none"><li>• Agent code</li><li>• Contact number</li><li>• Print screen of the error</li></ul>		