

<u>AIG Auto e-Claims</u> <u>User Guide for Commercial Vehicle – Caualty Auto</u>

AIG	 Login 1) Select a language. 2) Enter the policy number to be claimed
① English 中文 Welcome to AIG Auto e-Claims Service. To submit information regarding a motor vehicle accident, please enter the password or vehicle registration number for the auto involved in the	 a) Enter the Vehicle Registration No. to be claimed. a) Click "Login to report an accident" to login to the platform.
AIG Auto e-Claims	
Policy No.: AH01-12345678)-KA Please enter your policy no. as 12345678 Password / Vehicle Registration No.	
Password / Vehicle Registration No. 3 Login to report an accident 4	
 ♥ User Guide ★ Private Car ★ Motor Cycle 	
★ Commercial Vehicle - Casualty Auto	
B FAQ	
Claims.hk@aig.com	



 Please select Type of Loss (1) Windscreen Own Damage(00) Third Party Property Damage(PD) Third Party Bodily Injury(BI) Overview after a motor accident Should the accident involve other persons, or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Obtain the information of other persons or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Obtain the information of other persons or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Obtain the information of other persons or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Should the accident involve other persons or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Should the accident involve other persons or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Should the accident involve other persons or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Next (1)
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 Should the accident involve other persons, or your vehicle has been stolen, please notify the Police immediately (within 24 hours). Obtain the information of other parties involved: Vehicle Registration No(s). Name and Contact details of the drivers / injured person(s) / witnesses. If you believe that the traffic accident was caused by the negligence of other parties, please report to the Police within 10 days.
You can save your input at any time before your submission and retrieve it later to complete the claim report.
Claims.hk@aig.com



Accident Scene	
Accident Date & Time	
2017-01-24T17:28:00 (1
Photos of Accident	
Instruction	
Take photographs of the accident sce road condition, injuries and damage of your vehicle and any other vehicles involved.	ine, of
Place of Accident	
Accident Location	2
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	Accident Scene Accident Date & Time 2017-01-24T17:28:00 Photos of Accident Instruction Take photographs of the accident scen road condition, injuries and damaged your vehicle and any other vehicles involved. Place of Accident Accident Location Complete the claim report. Accident Complete Complete the claim report. Accident Complete Com

Accident Scene

It is recommended to fill in this page at the accident scence so that the GPS can locate your accident location.

- 1) Input the Accident Data & Time. (Default is Current Date Time).
- 2) Enter the Accident Location OR
- 3) Input a location and Search OR
- 4) Locate your current position. The location will be shown in Accident Location Textbox. It is recommended to use it in Accident Scene.
- 5) Click "Save" to save the input data.
- 6) Click "Back" to go to previous page.
- 7) Click "Next" to go to next page.



4)	
-,	AIG
	'Save' is available at the bottom of each page and allows you to save your input. You are free to retrieve and complete the report later or after leaving the accident scene.
	Report Claim
	C Upload Photos
	Accident Scene
	Add Photo 1
	Own Vehicle Damage
	Add Photo (2)
	Third Party Damage / Injuries
	Add Photo 3
	Others
	Add Photo (4)

Report Claim

Upload Photos

- 1-4) Click "Add Photo" to add a photo to appropriate section. Each Section can be uploaded up to 10 photos.
- 5) Click "X" to delete picture in a section.



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Detail of the insured

Steps:

6-17) Show the Detail of the isured from the policy information. These fields can be amended if update is needed. The update will not affect the original policy information.

In step 7, HKID card no. / Passport no. is shown as "NOT APPLICABLE". This field is not required to input.

Claim Report will be sent to the email address filled in the step 15 after submission. If you want to send a copy to Agent/Broker also, you can fill in an email address in step 17. If you do not want to send a copy to Agent/Broker, please leave it blank.



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Details of Vehicle

Steps:

- 18-24) Show the Detail of Vehicle from policy information. These fields can be amended if update is needed. The update will not affect the original policy information.
- 25) Input the "Purpose of use of vehicle at the time of accident".

Details of Driver

- 26) Click "Driver and Insured are the same person" if driver and insured are the same person. Otherwise click "Driving on Insured's order or with Insured's permission" if driver gets permission from insured to drive the vehicle.
- 27) Input the Name of the driver. If "Driver and Insured are the same person" is clicked, it will be automatically filled in the Insured Name.
- 28) Input the HKID/Passport no of the driver. If "Driver and Insured are the same person" is clicked, it will be automatically filled in the Insured HKID/Passport no.
- 29) Input the Date of Birth of the driver. The Age range should be between 18 and 65.
- 30) Input the Driving Experience (in Years).
- 31) Select the Relationship with the insured.
- 32) Input the Mobile No. If "Driver and Insured are the same person" is clicked, it will be automatically filled in the Insured Mobile No.
- 33) Input the Email Address. If "Driver and Insured are the same person" is clicked, it will be automatically filled in the Insured Email Address.



Front Left Front Left Fender Passenger Side Doors Rear Left Fender Rear Rear Rear Save Save Save Save Save Save Save Save	Circumstances		35
Save 37 You can save your input at any time befor your submission and retrieve it later to complete the claim report. Back 38 39 Next	Front Left Fender Passenger Side Doors Rear Left Fender	Front Hood WindScreen Top Trunk Rear	Front Right Fender Driver's Side Doors Rear Right Fender
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FAQ Claims.hk@aig.com	540		

Details of Accident

- 34) Select the Loss Description.
- 35) Input the Cirumstanaces if applicable.
- 36) Click the damage part(s) of the vehicle in the accident.
- 37) Click "Save" to save the input data.
- 38) Click "Back" to go to previous page.
- 39) Click "Next" to go to next page



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Report Claim (Cont')

Details of person(s) injured

If Third Party Bodily Injury Type of Loss is selected, please input the third party details.

Steps:

40) Select the number of Injured Person.

For each of Injured Person, you can input the following information (if any)

- 41) Input name of Injured Person.
- 42) Select the Gender.
- 43) Input the Age.
- 44) Input the Address.
- 45) Input the Phone No.
- 46) Input the Extent of Injury.
- 47) Select the Identity.



 Damage 1 Name of Third Party (49) Registration No. (50) Address (51) Phone No. (52) Email Address (53) Nature of Damage (54) (10) Damage Description (55) Damage Description (55) Can save your input at any time bar r submission and retrieve it later to plete the claim report. Back (57) (58) Next 	 Damage 1 Name of Third Party (49) Registration No. (50) Address (51) Phone No. (52) Email Address (53) Nature of Damage (54) (10) Damage Description (55) Save (56) Can save your input at any time borr submission and retrieve it later to the plete the claim report. Back (57) (58) Next 	 Damage 1 Name of Third Party (49) Registration No. (50) Address (51) Phone No. (52) Email Address (53) Nature of Damage (54) (10) Damage Description (55) Can save your input at any time b r submission and retrieve it later to plete the claim report. Back (57) (58) Next 	Damage 1 Name of Third Party (49) Registration No. (50) Address (51) Phone No. (52) Email Address (53) Nature of Damage (54) Damage Description (55) Save (50) u can save your input at any time Fur submission and retrieve it later inplete the claim report. Back (57) (58) Next	1 Vehicle/ Prope	erty 48 (
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Details of Vehicle/Property Damage Steps:

If Third Party Propery Damage Type of Loss is selected, please input the third party Vehicle/Property details.

48) Select the number of Vehicle/Property.

For each of third party Vehicle/Property, you can input the following information (if any)

- 49) Input name of Third Party.
- 50) Input the Registration No.
- 51) Input the Address.
- 52) Input the Phone No.
- 53) Input the Email Address.
- 54) Select the Nature of Damage.
- 55) Input the description of damage.
- 56) Click "Save" to save the input data.
- 57) Click "Back" to go to previous page.
- 58) Click "Next" to go to next page.







	Summary/Declaration/Submission (Cont')
Clear Signature Clear C Clear C	 Submission Sign a name by Authorized Signatory of Insured. Clear the Signature. Click "Save" to save the input data. Click "Submit" to submit the claim report to AIG A Message box should be popped up once report is submitted to AIG successfully. Click "Back" to back to previous page. Click "Close" to close the platform.
FAQ Claims.hk@aig.com	
Confirmation of Submission Thank you for submission of the accident report. A copy will be sent to your e-mail shortly.	

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