AIG Auto e-Claims
User Guide for MotorCycle

1)		**Login** 1) Select a language. 2) Enter the policy number to be claimed. 3) Enter the Vehicle Registration No. to be claimed. 4) Click "Login to report an accident" to login to the platform.

2)

Hello! Relax and let us sort out how to report a motor claim via Auto e-Claims:-

Please select Type of Loss ①

☑ Third Party Property Damage(PD)

☑ Third Party Bodily Injury(BI)

Overview after a motor accident

1. Should the accident involve other persons, or your vehicle has been stolen, please notify the Police immediately (within 24 hours).
2. Obtain the information of other parties involved:
   1. Vehicle Registration No(s).
   2. Name and Contact details of the drivers / injured person (s) / witnesses.
3. If you have comprehensive motor insurance coverage with AIG, please call our 24-Hour Auto Assist hotline for towing service at Tel 3122 2390 if necessary.
4. If you believe that the traffic accident was caused by the negligence of other parties, please report to the Police within 10 days.

Next ② →

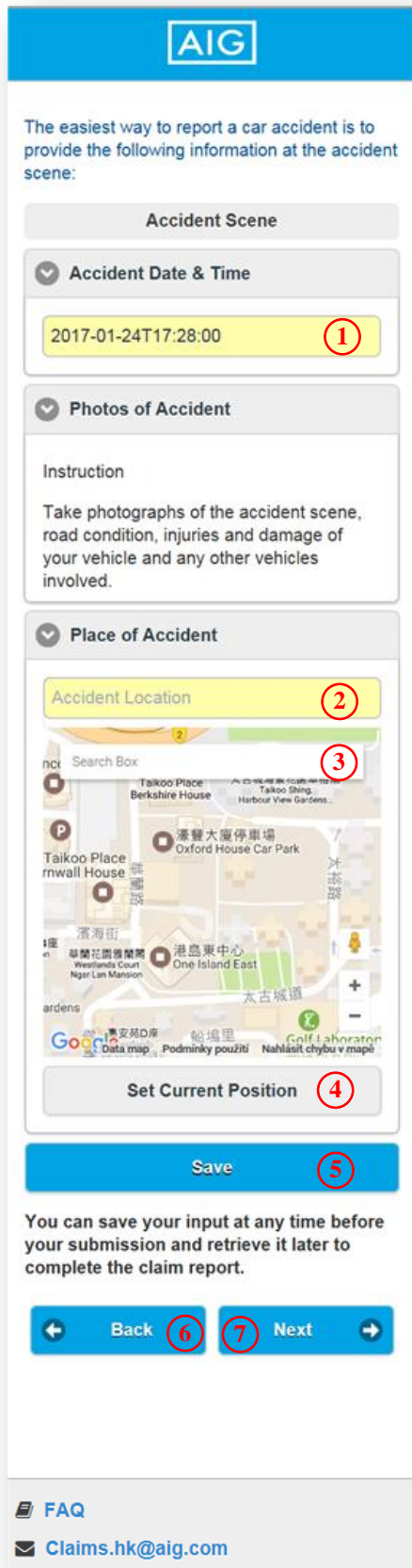You can save your input at any time before your submission and retrieve it later to complete the claim report.

📄 FAQ

✉ Claims.hk@aig.com

Type of Loss
1) Select the Type of Loss.
2) Click "Next" to go to next page.

3)

Accident Scene

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

Steps:
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) | | ## Report Claim

Upload Photos
Steps:
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. |

Report Claim (Cont')

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 with the last 3 characters masked.

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.

Report Claim (Cont')

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
Steps:
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.
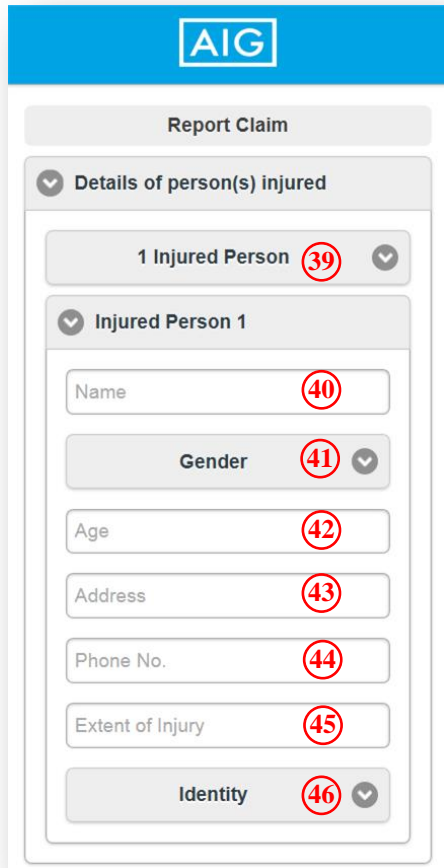33) Input the Email Address. If "Driver and Insured are the same person" is clicked, it will be automatically filled in the Insured Email Address.

Report Claim (Cont')

Details of Accident
Steps:
34) Select the Loss Description.
35) Input the Cirumstanaces if applicable.
36) Click "Save" to save the input data.
37) Click "Back" to go to previous page.
38) Click "Next" to go to next page

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:
39) Select the number of Injured Person.

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

40) Input name of Injured Person.
41) Select the Gender.
42) Input the Age.
43) Input the Address.
44) Input the Phone No.
45) Input the Extent of Injury.
46) Select the Identity.
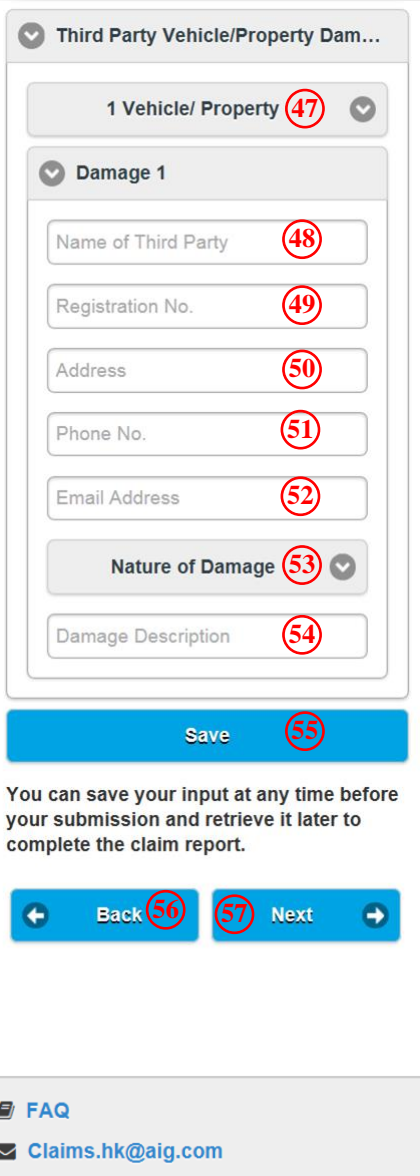
Report Claim (Cont')

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

47) Select the number of Vehicle/Property.

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

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

5)		**Summary/Declaration/Submission**

Summary/Declaration/Submission

<u>Summary</u>
You can verify the input in this page.

<u>Declaration</u>
1) Click "Confirm and Agree" the Declaration before the report can be submitted to AIG.

Summary/Declaration/Submission (Cont')

Submission

2) Sign a name by insured.
3) Clear the Signature.
4) Click "Save" to save the input data.
5) Click "Submit" to submit the claim report to AIG.
   A Message box should be popped up once the report is submitted to AIG successfully.
6) Click "Back" to back to previous page.
7) Click "Close" to close the platform.