

AIG Auto e-Claims User Guide for MotorCycle

1)			
-j	<section-header></section-header>	1 2 3	 Select a language. Enter the policy number to be claimed. Enter the Vehicle Registration No. to be claimed. Click "Login to report an accident" to login to the platform.
	 FAQ Claims.hk@aig.com 		



Hello! Relax and let us sort out how to report	 Select the Type of Loss. Click "Next" to go to next page.
a motor claim via Auto e-Claims:-	
Please select Type of Loss	
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.	
E FAQ	
Claims.hk@aig.com	



AIG	Accident Scene It is recommended to fill in this page at the accide scence so that the GPS can locate your accident
The easiest way to report a car accident is to provide the following information at the accident scene:	location.
Accident Scene	Steps: 1) Input the Accident Data & Time. (Defau
C Accident Date & Time	Current Date Time). 2) Enter the Accident Location OR
2017-01-24T17:28:00	 Input a location and Search OR Locate your current position. The location w
O Photos of Accident	shown in Accident Location Textbox. recommended to use it in Accident Scene.
Instruction	5) Click "Save" to save the input data.6) Click "Back" to go to previous page.
Take photographs of the accident scene, road condition, injuries and damage of your vehicle and any other vehicles involved.	7) Click "Next" to go to next page.
Place of Accident	
Accident Location (2)	
C Search Box Taikoo Place Berkshire House Hotor Wei Gateme.	
● Talkop Place ● 次程大厦停車場 Calkop Place ● Oxford House Car Park	
Taikoo Place	
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Set Current Position (4)	
Save 5	
You can save your input at any time before your submission and retrieve it later to	
complete the claim report.	
← Back (6) (7) Next ↔	
E/ FAQ	
Claims.hk@aig.com	



 Upload Photos Accident Scene
Accident Scene
Add Photo 1
Own Vehicle Damage
Add Photo (2)
S Third Party Damage / Injuries
Add Photo 3
© Others
Add Photo 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.



Chan Tai Man 6 HKID card no. / Passport no. A1111XXX 7 Address Line 1 abc 8 Address Line 2 Address Line 2 Address Line 3 Address Line 3 Address Line 4 Address Line 4 Address Line 4 Image: State 1 Suburb CHEK LAP KOK Image: State 1 Buburb CHEK LAP KOK Image: State 1 Image: State 1 Image: State 2 Address Line 3 Image: State 3 <
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Chan Siu Man 16
Agent/Broker email (17) (A copy of this claim report will be sent to you agent/broker's e-mail after submission of the report. If you do not wish to send a copy of yo claim report, please do not provide the address the agent/broker.)

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.



Make	
	MAZDA 18
Model	
CAMRY	(19)
Year of manufac	ture
2015	(20)
Cylinder Capacit	У
1999	21
Chassis No.	
chassis no	22
Engine No.	
engine no	(23)
Vehicle Registrat	tion No.
YY111	(24)
Purpose of use c accident	f vehicle at the time of
Purpose of use	of vehicle at the t (25)
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Driver and person	Insured are the same
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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.



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	Circu	mstances		(35)		
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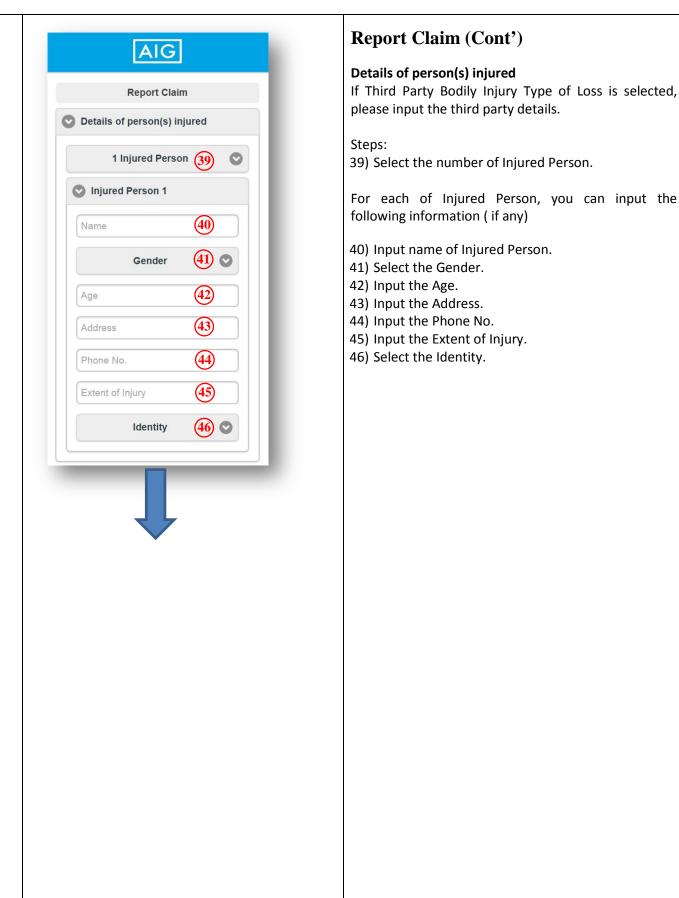
Report Claim (Cont')

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

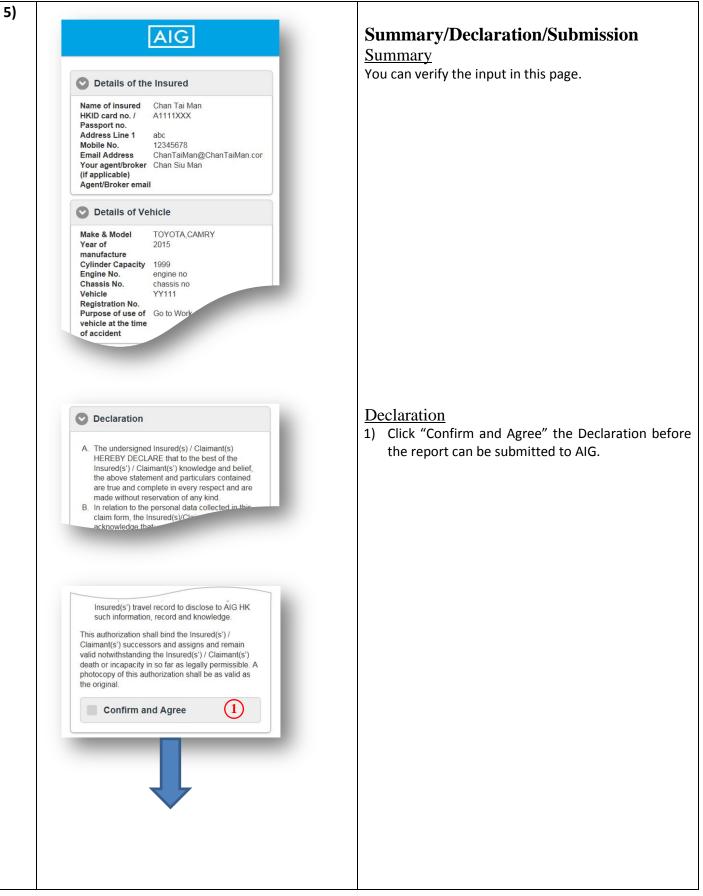






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