

Professional Liability – AIA Agents Protector The User Guide for Electronic Payment Platform

For first time enrolment - how to complete the application

Access to the e-Platform

Web address: <https://www-400.aig.com.hk/aigb2c/agents/View/AgentNewEnrollment.jsp>

QR Code:



Compatibility of the Platform

This Platform only works on:

Device : Smartphone or Tablet

Suggested Operating System: iOS or Android

Suggested Browser: Safari or Google Chrome

The Payment Gateway is only available for:

Credit Card: Visa or Master

Access to the AIA Agents Protector Video

Web address: <https://www.youtube.com/watch?v=AiCuUyBA-UE&feature=youtu.be>

1

- i. Select your preferred language to be displayed in the application. However, the information you input must still be in **English**.
- ii. Select your type of employment at AIA – **Financial Planner / Intern**.
- iii. Select your contract date - this is the date which you entered or will enter into agency agreement with AIA.

Example:

	Enroll on	Contract with AIA on	Policy Effective Date	Policy Expiring Date
For Inforce Financial Planner	April 01, 2020	-	May 01, 2020	Sep 30, 2020
For New Contracted Financial Planner	-	April 01, 2020	April 01, 2020	Sep 30, 2020

- iv. Click “Next”.

The screenshot shows the AIG application interface. At the top is the AIG logo. Below it are two buttons for language selection: "English" (highlighted in blue) and "中文". The question "Are you a Financial Planner or Intern?" is followed by a dropdown menu currently set to "Financial Planner". Below this is the "Contract Date" field, which contains the text "February, 2020". At the bottom of the form is a large blue button labeled "Next".

2 (This page is not applicable for NEW agents who contract with AIA in less than 3 months before or after the date of application)

- i. If you answer “Yes” in any of the three questions, then the application will be paused and you will need to provide details of your claims history to AIG for review. Upon satisfactory review of the information, you will be provided with a passcode to continue the application.

<div data-bbox="235 514 868 583"></div> <div data-bbox="251 619 852 661"><p>Question 1</p></div> <div data-bbox="267 672 836 724"><p>Are you aware, after full enquiry, of any form of client complaint (brought by the client, or on their behalf by a regulator)?</p></div> <div data-bbox="267 735 836 787"><p>Yes</p></div> <div data-bbox="251 829 852 871"><p>Question 2</p></div> <div data-bbox="267 882 836 913"><p>Has any claim been brought against you during the last 5 years?</p></div> <div data-bbox="267 924 836 976"><p>Yes</p></div> <div data-bbox="251 1008 852 1050"><p>Question 3</p></div> <div data-bbox="267 1060 836 1113"><p>Do you after full enquiry have any knowledge of any act, omission, event or circumstance which could give rise to a claim?</p></div> <div data-bbox="267 1123 836 1176"><p>Yes</p></div> <div data-bbox="251 1207 852 1249"><p>Declaration</p></div> <div data-bbox="267 1260 836 1365"><p>I hereby certify and declare that the above declaration is true and correct to my best information, belief and knowledge. I understand that any incorrect information or non-disclosure will affect my coverage and benefits.</p></div> <div data-bbox="251 1386 852 1438"><p><input checked="" type="checkbox"/> Confirm and Agree</p></div> <div data-bbox="251 1449 852 1501"><p>Next</p></div> <div data-bbox="251 1512 852 1564"><p>Back</p></div>	<div data-bbox="901 714 1518 777"></div> <div data-bbox="901 808 1518 861"><p>Based on your answers to the screening questions, you are not qualified to apply online UNLESS valid passcode is provided.</p></div> <div data-bbox="901 871 1518 924"><p>And to obtain passcode, please contact our underwriter and provide full details in relation to Q.1, 2, 3 for further review.</p></div> <div data-bbox="901 934 1518 966"><p>AIG Enquiry hotline: 3666 7012 (Mon - Fri 9:00am - 5:45pm)</p></div> <div data-bbox="909 987 1510 1029"><p>Passcode</p></div> <div data-bbox="909 1050 1510 1092"><p>Next</p></div> <div data-bbox="909 1113 1510 1155"><p>Back</p></div>
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3

- i. Enter your name in English (must be the same as the name shown on your identity card), and please put your **SURNAME at the FRONT.**
- ii. Enter your **AIA agent code.**
- iii. Fill in your **Agency Code** (please check with the secretary or leader of your team if you do not know).
- iv. Fill in your **Agency Name** (please check with the secretary or leader of your team if you do not know).
- v. Fill in your **Area Code** (please check with the secretary or leader of your team if you do not know).



▼ **Insured Person's Information**

Name (same as ID Card)

Agent Code

Agency Code

Agency Name

District Code

- vi. Provide your **AIA Email** (@aia.com.hk/aia.com.mo) **and / or Personal Email**. This is very important that this is an email which you REGULARLY USE, as AIG will send Certificate of Insurance and Payment Reminder to this email address.
- vii. Provide your **mobile number**. This is also very important as this will serve as the back-up contact method to email.
- viii. Inception Date is automatically generated by the Platform. For NEW agents who signed contract with AIA in the 3 months before or after the date of application, Inception Date will be the same as Contract Date. For agents have joined AIA for more than 3 months, Inception Date will be the first day of next month, e.g. Feb 1st if you enroll between Jan 1st and Jan 31st.
- ix. Enter your **home address**.
- x. Click "Next".

AIA Company Email

Personal Email

Mobile Phone

Inception Date

Address

Next

Back

4

- i. You may view the coverage summary by clicking “Coverage”. Then, you may choose your preferred option and proceed to next page by clicking the “**Select**” button under each option.

Plan

Financial Planner **HK\$ 392.00**


Coverage (Click here for details)

Select

Back

5

- i. Verify information which you have input in this application and click “Correction” if you need to revise your application.
- ii. Check “Confirm and Agree” after you have read and agreed with the declaration, and click “Confirm for Payment” to make payment.



▼ **Details Preview**

Reference No.	020031/00
Contract Date	2020-02-01
Effective Date	2020-02-01
Expiration Date	2020-09-30
Plan	Financial Planner
Premium	HK\$ 392.00 (Including IA Levy)

▼ **Insured Details**

Name (same as ID Card)
Agency Code
Agency Name
Agent Code
AIA Company Email
Mobile Phone
District Code
Home Address
District
Territory

▼ **Declaration**

1. My participation in "AIA Agents Protection Insurance" plans shall entitle AIA International Limited ("AIA") and Life Underwriters & Sales Executive Board (HK) Limited ("LUSEB") to collect, store and use my personal data (as defined in the Personal Data (Privacy) Ordinance) for the purpose of applying for the coverage and also for processing and handling of any claim on my behalf.

7. All information, answers to all questions, all particulars and statements given in the application is true and correct to my best information, belief and knowledge. I understand that any incorrect information or non-disclosure will affect my coverage and benefits.

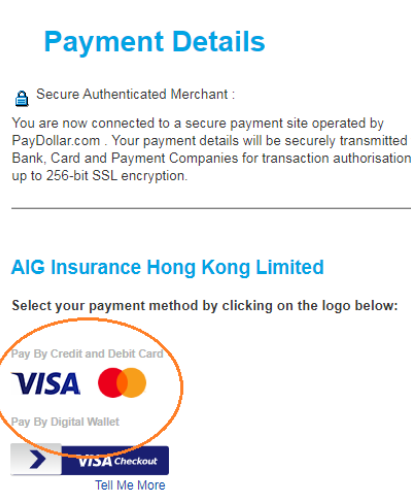
Confirm and Agree

Confirm for Payment

Correction

6

- i. Select your card type on clicking on the logo of Visa / Master card.




- ii. The Applicant needs NOT be the cardholder of the credit card, given that you have obtained consent of the cardholder for settling the payment using her / his card. You will be directed to the confirmation page upon completion of the transaction, and a confirmation email with Certificate of Insurance, FAQ, and Premium Schedule, will be sent to you.
- iii. After finish, please keep the Certificate of Insurance safely.

VISA Verified by **VISA**

Transaction Information

Merchant Name : AIG Insurance Hong Kong Limited
Merchant Reference No. : WWBVTY161700
Transaction Amount : HKD 392.00
Transaction IP Address : 165.225.112.149

Please fill in the card information:

Card Number :
Expiry Date (mm/yyyy) : -- ▾ ---- ▾
Name as shown on card :
Card Verification Number : 

Note: As certain card-issuing banks might not yet be ready for Internet transaction, please contact your card-issuing bank for any problems in using your card for transactions via PayDollar.

* If you have already registered Verified By VISA, you will be required to provide your corresponding password after confirmation as requested by your issuing bank.

AIG

[English](#) [中文](#)

We have successfully received your application and payment.

Your Certificate number is 020039/0.

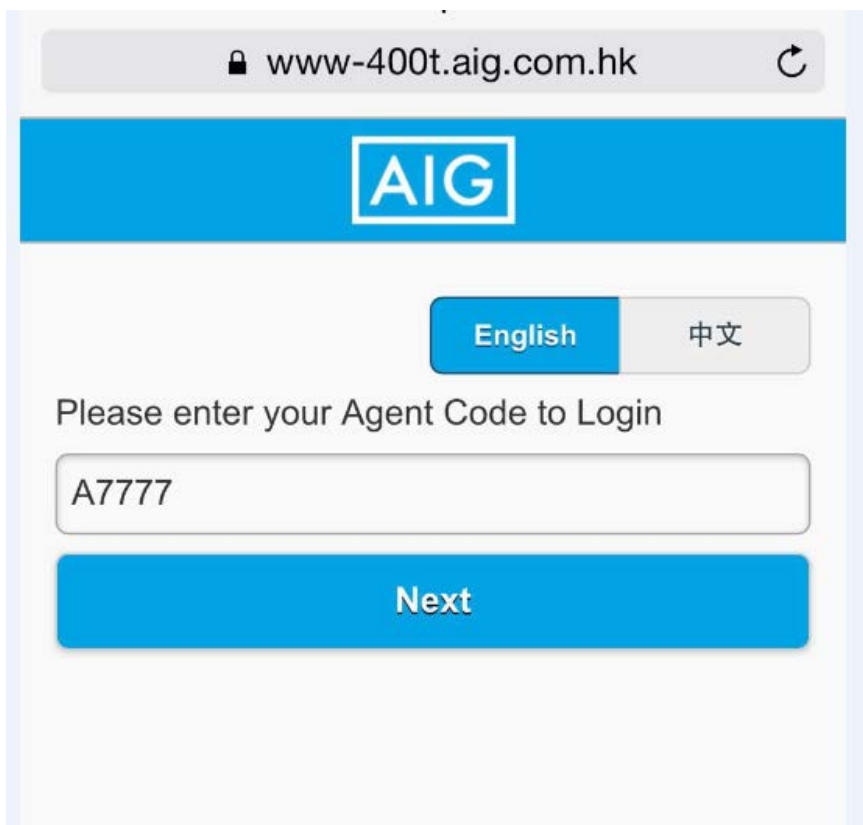
You will soon receive the certificate electronically via email.

Please kindly be reminded to keep the Certificate of Insurance safely.

* Please note successful application is subject to underwriting and compliance review. AIG will contact you if the enrollment is not successful.

For settling overdue renewal payment

- i. You only need to use the Platform for settling renewal premium if AIA is unable to debit premium from your payroll account.
- ii. You will receive an email / SMS notification if you have outstanding renewal payment. And this email / SMS will contain dedicated link which directs to the Platform.



www-400t.aig.com.hk

AIG

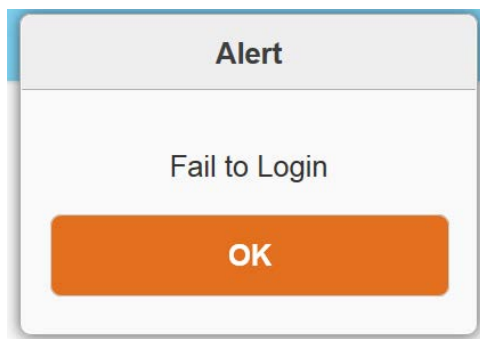
English 中文

Please enter your Agent Code to Login

A7777

Next

- iii. This link is UNIQUE for EACH INSURED. You can only login with your own agent code on this page, and alert message will pop up if you enter your agent code incorrectly, which means you cannot copy another Insured's link to settle your overdue payment, or settle overdue payment for another Insured with your link.



Alert

Fail to Login

OK

iv. Please select your credit card type on clicking on the logo of Visa / Master card.

Payment Details

Secure Authenticated Merchant :

You are now connected to a secure payment site operated by PayDollar.com . Your payment details will be securely transmitted Bank, Card and Payment Companies for transaction authorisation up to 256-bit SSL encryption.

AIG Insurance Hong Kong Limited

Select your payment method by clicking on the logo below:

[Tell Me More](#)

v. You need NOT be the cardholder of the credit card, given that you have obtained consent of the cardholder for settling the payment using her / his card. You will be directed to the confirmation page upon completion of the transaction, and a confirmation email with Certificate of Insurance will be sent to you.

<p>VISA Verified by VISA</p> <p>Transaction Information</p> <p>Merchant Name : AIG Insurance Hong Kong Limited Merchant Reference No. : WWBVTY161700 Transaction Amount : HKD 392.00 Transaction IP Address : 165.225.112.149</p> <p>Please fill in the card information:</p> <p>Card Number : <input type="text"/></p> <p>Expiry Date (mm/yyyy) : -- ▾ ---- ▾</p> <p>Name as shown on card : <input type="text"/></p> <p>Card Verification Number : <input type="text"/> </p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> <p><small>Note: As certain card-issuing banks might not yet be ready for Internet transaction, please contact your card-issuing bank for any problems in using your card for transactions via PayDollar.</small></p> <p><small>* If you have already registered Verified By VISA, you will be required to provide your corresponding password after confirmation as requested by your issuing bank.</small></p>	<p>AIG</p> <p>English 中文</p> <p>We have successfully received your application and payment.</p> <p>Your Certificate number is 020039/0.</p> <p>You will soon receive the certificate electronically via email.</p> <p>Please kindly be reminded to keep the Certificate of Insurance safely.</p> <p>* Please note successful application is subject to underwriting and compliance review. AIG will contact you if the enrollment is not successful.</p> <p><input type="button" value="Exit"/></p>
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