

Retail Services



We provide the following services:

Underwriting

- > Assessment or review of all risk applications
- > Underwriting assistance and enquiries
- > Pre-assessments
- > Adviser visits by appointment

New Business

- > Issue policy documents
- > PMAR request and follow up
- > Issue special acceptance terms letters
- > Forward medical information to client's doctor and other insurance companies as requested
- > Authorise medical invoice payments
- > Assist with outstanding requirements on proposals in progress (PIP)
- > Issue cancellation/defer/decline letters

For assistance

Freecall 1800 033 490 (select option 1)

Underwriting/ New Business

Submit the eApp via illustration software.

When submitting an eApp you are not required to submit the paper application, you are only required to submit the relevant declarations.

Contact adviser services on

Freecall 1800 033 490 (select option 4)

OR

Mail the paper application to:

New Business/Underwriting Department

AIG Life, PO Box 6111, St Kilda Road Central, VIC 8008



Underwriting

An email will prompt you to refer to the AIG Life website which will notify you of further requirements and/or a decision.

Service Level Standard - 2 working days

A further 2 working days is required for cases referred to reinsurers.



New Business

You will receive an email which will prompt you to refer to the New Business section of the AIG Life website for progress on the application. You can follow the progress of a PMAR by logging on to <https://www.soslifeservices.com.au>

Service Level Standard - 2 working days



Cleanskin application (from receipt to issue)

Service Level Standard - 5 working days



For correspondence and enquiries:

Contact the Case Manager on Freecall 1800 033 490 (select option 1) or

Email: nbservices_northern@aig.com
(for NSW, ACT, QLD, NT)

Email: nbservices_southern@aig.com
(for VIC, SA, WA, TAS)

Freefax: 1800 832 266

We provide the following services:

Policy Services

- > Change of address
- > Change of bank details
- > Change of mode
- > Change of policy owner (assignments)
- > Change of name
- > Change in smoker status
- > Change to benefit period
- > Change to waiting period
- > Cancellation requests
- > Certificate of currency
- > Nomination of beneficiary
- > Replacement of policy document
- > DDR and credit card enquiries
- > Refunds
- > CFI (cancelled from inception)
- > Reinstatement
- > Review of loading and / or exclusions
- > Increases and / or decreases
- > Add / delete benefits
- > CPI option yes / no
- > Premium freeze
- > Change in premium type stepped / level
- > Expiries
- > Dishonour payment advice
- > Reconciliation of payments
- > Receipt of payment
- > Re-sending billing notices
- > Quotes on existing policies

For assistance

Freecall 1800 033 490 (select option 2)

Policy Services

Refer to the Policy Services section of the AIG Life website for alteration forms.

www.aiglife.com.au



Mail your completed alteration form or service request, including supporting documentation to:

AIG Life
Policy Services Department
PO Box 6111
St Kilda Rd Central, VIC 8008

OR

Email your request to:
customerservice.australia@aig.com

OR

Fax your request to:
Policy Services on Freefax: 1800 832 266 or 03 9009 4824



Confirmation of Policy Alteration

We will send you confirmation of the completed alteration request.

Service Level Standard:

5 working days if there is no premium or benefit impact
10 working days if there is premium or benefit impact



For enquiries contact your:

Policy Services Officer on Freecall 1800 033 490 (select option 2) or
Email: customerservice.australia@aig.com

AIG Life's claims philosophy

AIG Life's claims philosophy is simple - helping people when they need it most. Our team are highly trained, accessible and good listeners who understand that it is at claim stage that our ability to deliver on a promise is tested.

Types of claims

- > Death
- > Crisis Recovery
- > Permanent Disablement
- > Waiver of Premium
- > Disability Income

For assistance
Freecall 1800 033 490 (select option 3)

Contact the Claims Department for claim forms and enquiries.

Phone: Freecall 1800 033 490 (select option 3)

Email: claims.australia@aig.com

The claim form is to be completed by the claimant and, where applicable, by the claimant's Doctor.

Mail to: AIG Life
Claims Department
PO Box 6111
St Kilda Rd Central, VIC 8008

or Fax: 03 9009 4127

Confirmation of receipt of claim will be sent to the claimant and adviser by letter or email.

Service Level Standard – 1 working day

Claim progress

We will assess and make contact with the claimant and adviser requesting additional requirements or confirming acceptance and/or finalisation of the claim.

Service Level Standard – 5 working days

For enquiries contact your:

Claims Assessor
on Freecall 1800 033 490 (select option 3) or

Email: claims.australia@aig.com

We provide the following services:

Adviser services

- > Quote assistance
- > New business quotes
- > Product enquiries
- > Establish new adviser
- > Website assistance
- > Commission enquiries
- > Urgent stationery
- > Software assistance
- > Password enquiries
- > eApp services

For assistance
Freecall 1800 033 490 (select option 4)

Adviser Services

Adviser Setups, Adviser Transfers, Commission enquiries

Phone: Freecall 1800 033 490 (select option 4) or
Email: adviserservices.australia@aig.com

Service Level Standard – 2 working days

For Product Disclosure Statements and Stationery

Order stationery and PDS' via our online stationery request form at;

www.aiglife.com.au

Phone: Freecall 1800 033 490 (select option 4)
Email: adviserservices.australia@aig.com
Fax: 03 9009 4149

Service Level Standard – 2 working days

Quotes, eApp Assistance, Product Information, Log-in/Password, Change of Adviser Details

Phone: Freecall 1800 033 490 (select option 4) or
Email: adviserservices.australia@aig.com

Service Level Standard – 1 working day



For other enquiries contact your AIG Life State Office:

VIC/TAS	03 9009 4568
ACT/NSW	02 9278 8855
QLD	07 3347 1088
WA	08 9288 2388
SA/NT	08 8139 2800

We value your feedback

At AIG Life we're committed to meeting your needs and value your input. Your feedback is important in helping us to provide you with better products and customer service.

Please email your comments to:
talk2us.aus@aig.com

Key

Service Level Standard –

The Service Level Standard is that you will be notified within the specified number of working days.

1 working day equates to 24 business hours from the time of receipt. (Excludes weekends and public holidays).

AIG Life website:

www.aiglifecom.au

PMAR:

Personal Medical Attendants Report

eApp:

Electronic Application

PIP:

Proposals in progress

DDR:

Direct debit request form

Our office operating hours are
Monday to Friday
8:00am to 6:00pm EST



American International Assurance Company (Australia) Limited
trading as AIG Life ABN 79 004 837 861 AFSL 230043
A Member of American International Group, Inc.