



## **AIG Personal Accident Claims Process**

### *Frequently Asked Questions*

**Q. How can I reach my claim examiner?**

We encourage you to communicate with your claims examiner in the manner most convenient for you, whether that is by phone, email or post. Contact information of your claims examiner will be included in our initial communications with you.

**Q. How can I determine whether my insurance benefits apply to my injuries?**

After reviewing all of the necessary documents, your claims examiner will discuss your claim and the associated benefits in greater detail with you.

**Q. What documents are needed to support my claim?**

The below link details the minimum required documents to support your claim. Please be aware, however, that your claims examiner may require additional documentation at the time of initial review of your claim. To expedite the claim process, provide all documentation directly to your claims examiner and include your claim number.

[https://www.aig.my/Accident-Insurance-Claims\\_4009\\_617112.html](https://www.aig.my/Accident-Insurance-Claims_4009_617112.html)

**Q. How will payments be made?**

Depending on where the payments will be issued, various methods may be used, including but not limited to cheque and GIRO transfer. Your claims examiner will discuss the available options for your claim.

**Q. Will I be reimbursed 100% of my expenses?**

Each policy contains different terms and conditions that may affect the final amount of payment. As part of the claim process, your claims examiner will explain in detail your specific coverage and benefits. However, please note that the cost for attaining the requested document and evidence is not covered under insurance policy.