

Online Servicing Guide

Update your client's application or policy without the need to call us.

When opening a client's policy, the AIG system will direct you to either the quote and apply screen or our Online Servicing screen, based on the status of the policy.

There are four different parts of the policy that you can view on our Online Servicing pages:

1

Plan Summary

The plan summary screen provides an overview of the policy.

2

Customer Summary

Each life assured, cover owner and/or business owner will have their own summary page.

3

Payment Summary

There is a single payment summary screen for the whole policy, allowing you to change a bank account or restart a direct debit.

4

Cover Summary

Each cover under the policy will have its own cover summary page.

You can view:

- Current status of applications
- Payment history for premiums paid to date on the entire policy
- Commission details including statement date, commission amount, current claw-back, renewal commission date
- Bank account information, including current status of direct debit
- Active and terminated covers

Allowing you to:

- Change your client's name, address, email and telephone number
- Resend policy documents to your client via email
- Terminate existing covers
- Restart terminated covers
- Send blank trust forms to your client
- Amend correspondence and marketing preference

If you have any questions or need any guidance please contact us on **0345 600 6829**,

or email **adviser@aiglife.co.uk**, visit **www.aiglife.co.uk**, follow us on



@AIGLifeUK and connect with us on



AIG Life Ltd.