

Customer Service Charter – Commercial Financial Lines



Quality Service

Local Claims & Underwriting teams will assist in providing the highest quality service.



Meaningful Responses

We believe in working together to provide solutions for your clients.



Relationship Driven

We invest in relationships with our partners every day.



Consistency & Collaboration

We are committed to providing consistent underwriting responses.



Clear Communication

We are committed to communicating clearly and educating you about our products and decisions.



Transparency

Our underwriters are committed to having an open and honest dialogue with you.

Providing Excellence in Customer Service



Contacting Us



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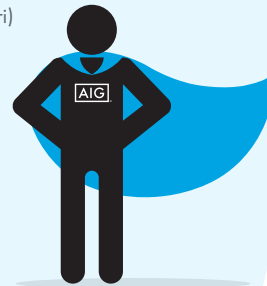
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The First 48 Hours: What to Expect?

The Commercial Financial Lines team is a national group of underwriters who are contactable during standard business hours



We will return business referrals to you within 24 hours.



During peak hours at the end of the month, we will return business referrals to you within 48 hours.



Claims

For Claims information and to download a claims form contact us at: www.aig.com.au/claims
Call: 1800 222 123
Email: finclaims@aig.com



Products available Online

Products available via our Transact Platform or Sunrise are:

1. Management Liability (PrivateEdge)
2. Professional Indemnity
3. Cyber Liability (CyberEdge)



Transact Assistance

To contact our IT team for technical assistance with our online portal:

Call:
1300 242 784

Email:
Transact@aig.com