

## Providing Excellence in Customer Service



### 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.



## 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](mailto:Transact@aig.com)



## Contacting Us



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### Management Team

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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

**24 hours**

We will return business referrals to you within 24 hours.

**48 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](http://www.aig.com.au/claims)  
Call: 1800 222 123  
Email: [finclaims@aig.com](mailto:finclaims@aig.com)

