



# Concierge Level Claims Service

**AIG Private Client Group is committed to providing the finest claims service in the industry.**

**By focusing on the specific circumstances of each claim and the needs of each client, we offer exceptional flexibility and choice that is second to none and when a loss occurs, we respond immediately with practical advice and assistance.**

## OUR PROMISE

We will be available to respond and assist 24 hours a day, 7 days a week, 365 days a year.

We will at all times deal with claims quickly and efficiently and in a professional manner.

We will action all claims immediately and keep you informed of the claims progress at all times.

We will return all phone calls the same day.

We have a network of repairers who are available 24 hours a day who in the event of a claim, will attend to an insured property immediately to prevent any further loss or damage.

When settlement has been agreed, we will arrange payment within 24 hours.

## 3 SIMPLE STEPS TO MAKING A CLAIM

- 1.** If you wish to send a written notification, email us at [pcgclaims.australasia@aig.com](mailto:pcgclaims.australasia@aig.com) or alternatively call our claims department on 1800 729 359.
- 2.** Provide details of the insured including their policy number, full address of their property and contact details.
- 3.** Describe the incident or event which has given rise to the claim – we can then assess what action is required and what steps to take.

If immediate assistance is required, we will arrange for the insured's property to be made secure and if temporary accommodation is required, we will arrange that too.