



AIG Marine Klaim Cepat



About AIG Marine Klaim Cepat

AIG Marine Klaim Cepat are a set of rules for the handling of AIG Marine Cargo claims that balances the adjudication effort to the value of the claim and redesigns the claims process with the focus on the customer; making the process hassle free and more empathetic.

The objective of AIG Marine Klaim Cepat is to improve our customers' experience by providing simple requirement, faster claims services and settle small value Marine Cargo claims within 7 business days since notice of loss date upon receiving complete documents.

AIG Marine Klaim Cepat

Included:

- 1st party cargo claims
- 3rd Party Cargo – Pre-Determined / Agreed Liability
- AIG as Insurer 100% share or as Leader
- Claim Amount ≤ USD 5,000 (net of deductible)

Excluded:

- All others

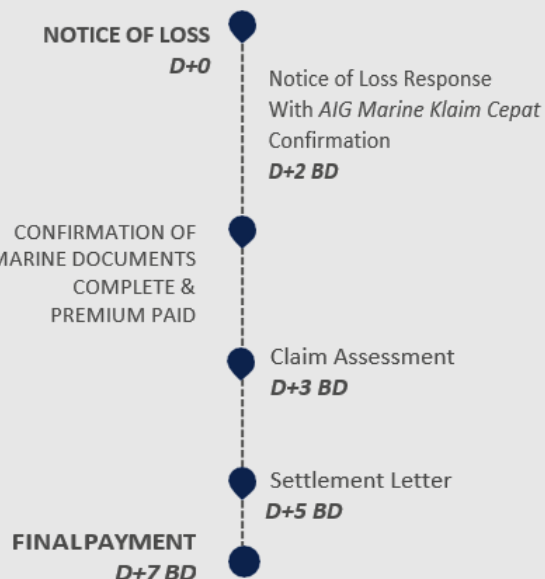
AIG Marine Klaim Cepat Claim Documents Requirement

- Complete [General](#) and [Specific](#) Claim Forms signed by authorized person
- Copy of Bill of Lading/ Airway Bill/Waybill
- Copy of Delivery Receipt
- Copy of Commercial Invoice

AIG Marine Klaim Cepat Claims Submission

- Send email to contact.indonesia@aig.com
- Subject email: AIG Marine Klaim Cepat– Policy No. – Insured Name –Date of Loss
- Attach all required AIG Marine Klaim Cepat documents

AIG Marine Klaim Cepat Process Flow



BD = Business Day[s]

AIG Marine Klaim Cepat Values for Better Experience

AIG Marine Klaim Cepat	Regular Claims
➢ Only requires 4 claims documents.	➢ Requires 8 or more claim documents
➢ Discharge letter is not required	➢ Discharge letter is required
➢ Claim Payment 7 days from Notice of Loss date (if complete documents received on notice of loss date and premium fully paid)	➢ Settlement offered 14 days from completion of document and premium paid (whichever the latest)

note: If premium is still not fully paid until all AIG Marine Klaim Cepat documents are completed, claims will not be considered as AIG Marine Klaim Cepat

Disclaimer: AIG reserve the rights to determine the claims as AIG Marine Klaim Cepat or regular claims. AIG Marine Klaim Cepat with incomplete documents will be closed after 45 days since notice of loss date. Client may re-submit the claim and will be considered as a new regular claim.

Who can I contact to learn more?

If you have any questions regarding the AIG Marine Klaim Cepat, please reach out to contact.indonesia@aig.com and 0800 124 8888 (working hours)

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