



e-Renewal User Guide


1)

Login

- 1) Choose an insurance type. For example, “Motor” for motor insurance, or “Others” for insurance other than motor insurance.
- 2) Enter the policy number to be renewed.
- 3) Enter the identification code. Vehicle registration number would be the identification code for Motor insurance, while your surname would be the one for Other insurance.
- 4) Click “Proceed”.



2)



Policy Details

Policy No.	0012345678
Policyholder	Chan Tai Man
Policyholder's Email	<input type="text" value="Policyholder's Email"/>
Product	Home Product - Premium Home
Effective Date	Jun 28, 2014
Expiry Date	Jun 27, 2015
Renewal Premium	HK\$950.00

Please tick here to receive hard copy of full set of policy document

Total Amount

Premium	HK\$950.00
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Declaration

I confirm that I have received the renewal notice and the details therein are correct. I understand that 1) the renewal premium shown in the renewal notice is offered subject to the basis that no claim is incurred from the date of the renewal notice to the expiry date of the policy; 2) I can choose to receive a hard copy of the full set of policy documents by ticking the above box; and 3) my email address shall be used by AIG Insurance Hong Kong Limited to contact me about this renewal instruction and that such data may be transferred to third parties involved and I may request access to or correct such data (by means of the contact details given in the policy).

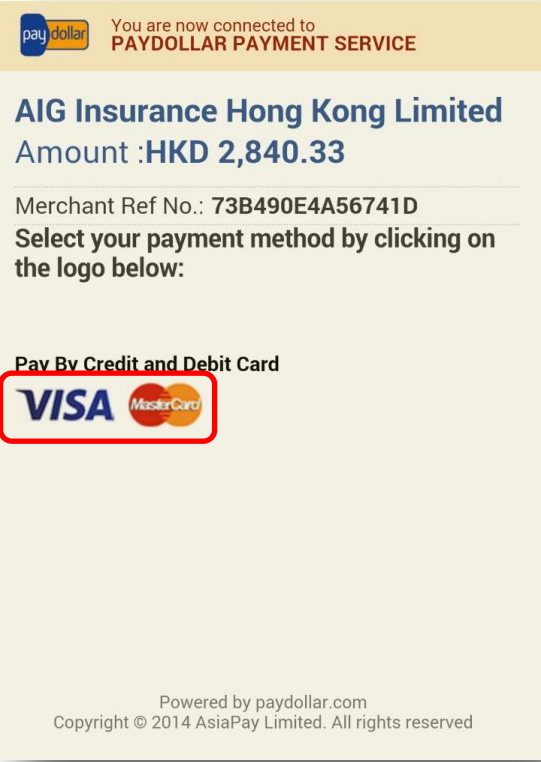
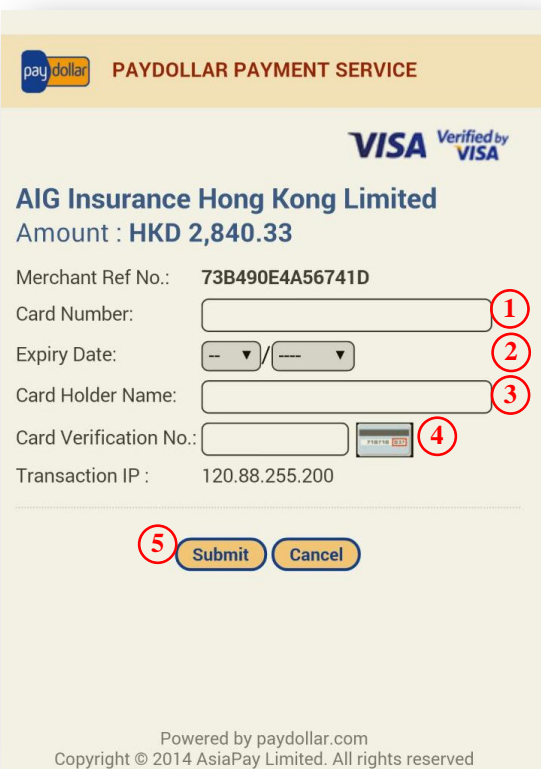
Confirm and Agree

☎ 3555 0319

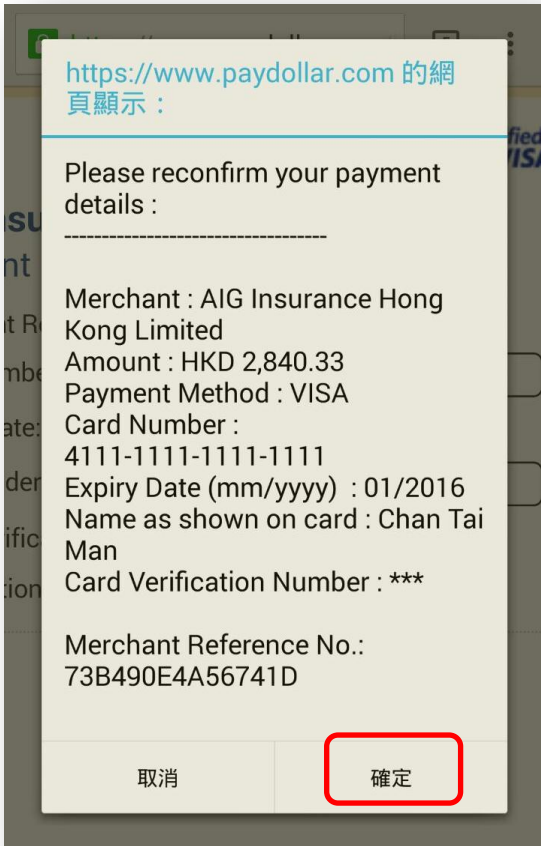
AIG Insurance Hong Kong Limited
46/F, One Island East, 18 Westlands Road, Island East, Hong Kong
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Policy Information

- 1) Enter your email address to receive policy documents.
- 2) Tick here if you would like to receive hard copy of full set of policy document.
- 3) Read and confirm the declaration.
- 4) Click "Pay" to proceed.

<p>3)</p>		<p>Payment</p> <p>1) Choose your credit card (VISA or Master Card).</p>
<p>4)</p>		<p>Payment</p> <p>1) Enter the credit card number printed on the credit card. For example, if the number on the card is shown as 1234 5678 1234 5678, please enter 1234567812345678.</p> <p>2) Select the credit card expiry date in the form of Month / Year.</p> <p>3) Input the name printed on the credit card.</p> <p>4) Enter the card verification number, which is printed on the back of the credit card next to your signature. See the screen sample next to the input field.</p> <p>5) Click "Submit" once completed.</p>

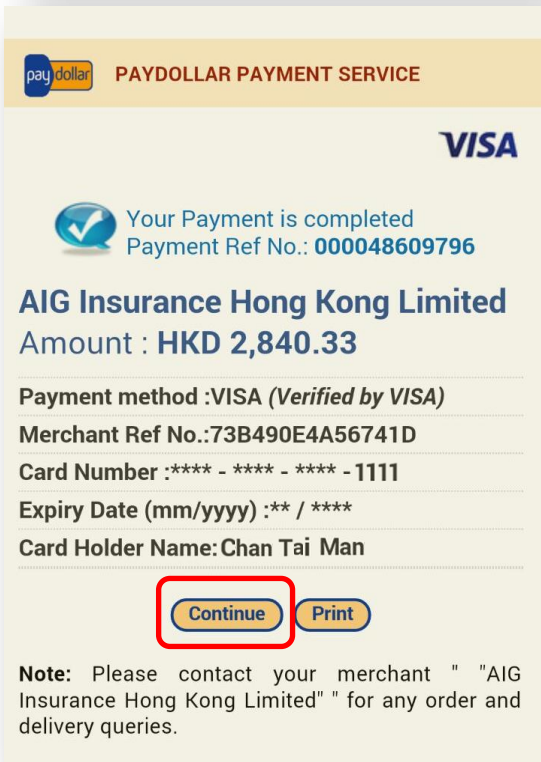
5)



Payment

- 1) Click "Confirm" if the credit card information entered is correct.

6)

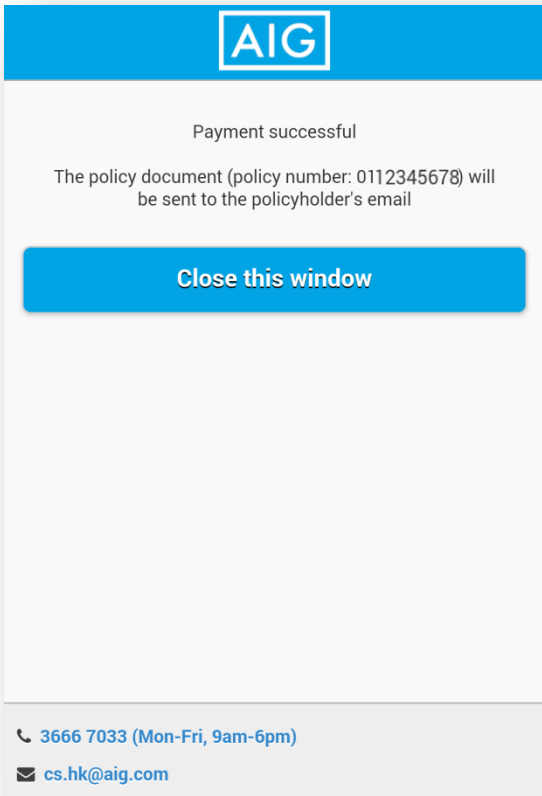


Payment

- 2) Once payment is completed, click "Continue".



7)



Payment

- 1) The policy document will be sent to your email address within a few minutes.



If you wish to revise the Sum Insured in Comprehensive Motor Insurance, Sum Insured in Building Coverage of Home Insurance or Helper information in Helper Insurance, please refer to the following guide.

Revise Sum Insured in Comprehensive Motor Insurance or Sum Insured in Building Coverage of Home Insurance.

1)

AIG

Policy Details

Policy No. 0112345678
Policyholder Chan Tai Man
Policyholder's Email

Product Private Car (Comprehensive)
Registration No FH1234
Effective Date Jul 24, 2014
Expiry Date Jul 23, 2015
Renewal Premium HK\$2,512.17 (with MIB)
MIB HK\$73.17

Please tick here to receive hard copy of full set of policy document

Total Amount

Premium HK\$2,512.17

Change Sum Insured (HK\$49,000)

Declaration

I confirm that I am the policyholder of the above policy and I have received and reviewed the renewal notice of the above policy from AIG Insurance Hong Kong Limited ("AIG"). All the information stated therein is correct and accurate. I understand that 1) the renewal terms and the premium shown above and in the renewal notice may be altered if a claim should arise during the interim period while this renewal request being sent prior to the expiration of the policy; 2) I can choose to receive a hard copy of the full set of policy documents by ticking the above box; and 3) my e-mail address (provided above) shall be used by AIG to process this renewal instruction and administer the policy and that such data may be transferred to third parties involved and I may request access to or correct such data (by means of the contact details given in the policy).

Confirm and Agree

Pay

Close

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Revision of Sum Insured in Comprehensive Motor Insurance

1) Select "Change Sum Insured". The amount highlighted is the sum insured on the renewal notice.



2)

AIG

Policy Information Change

Sum Insured

HK\$ 49000 ①

Confirm Changes ②

Back

cs.hk@aig.com

Revise policy information

- 1) Input new sum insured.
- 2) Click "Confirm Changes".

3)

AIG

Policy Information Change

Sum Insured must be between HK\$48,600 and HK\$63,000. Please contact our Customer Services Hotline at 3666-7033 for enquiry.

Confirm Changes

Back

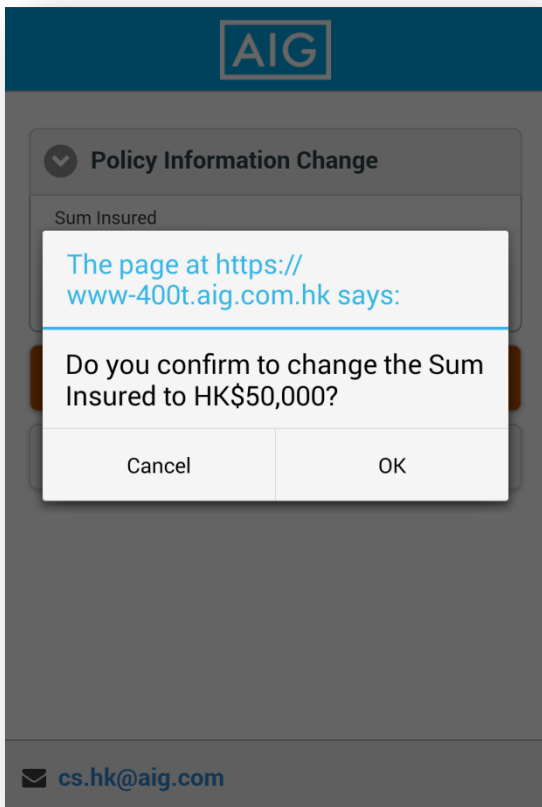
cs.hk@aig.com

Revise policy information

- 3) A pop up notification box will be displayed if the entered sum insured exceeds the range set by the system. The range is from 90% of the original sum insured to the sum insured in the last policy year.
- 4) Press anywhere on the screen to close the message and enter the sum insured again.



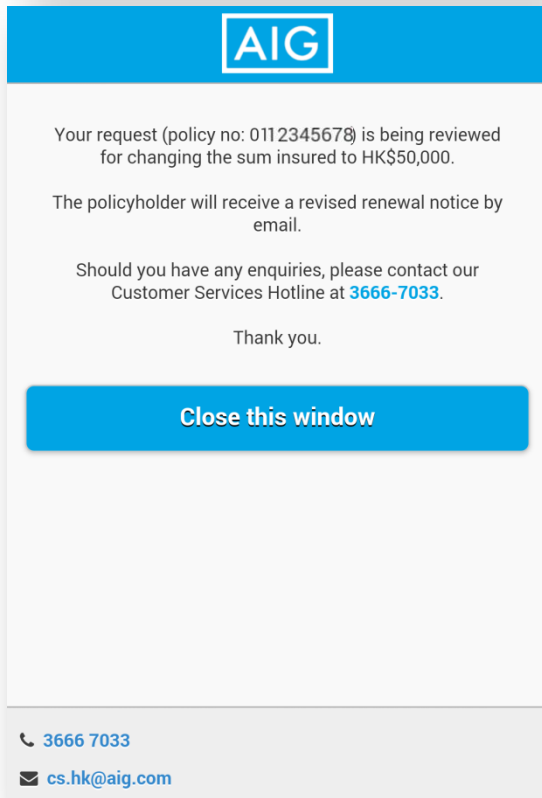
4)



Revise policy information

- 5) A confirmation message will be displayed if the new sum insured is within the pre-defined range.
- 6) After confirmation, the system will process your request.

5)



Revise policy information

- 1) The revised renewal notice with the new sum insured will be sent to your email address within a few minutes.
- 2) You may continue the renewal process after receiving the email.



Revise Helper information in **Helper Insurance**

<p>1)</p>	<p>The screenshot shows the AIG mobile app interface. At the top is the AIG logo. Below it is a 'Policy Details' section with the following information: Policy No. 0012345678, Policyholder Chan Tai Man, Policyholder's Email (input field), Product Domestic Helper - Super Care 1.0 (2 Years), Effective Date May 28, 2014, Expiry Date May 27, 2016, Renewal Premium HK\$1,297.99 (with LEVY), and LEVY HK\$38.99. Below this is an 'Optional Coverage' section with a checkbox for 'Cancer & Heart Disease Cover up to HK\$100,000 (HK\$540.00)' and another checkbox for 'Please tick here to receive hard copy of full set of policy document'. The 'Total Amount' section shows a Premium of HK\$1,297.99. A blue button labeled 'Change Helper Details' is highlighted with a red box. Below this is a 'Declaration' section with a paragraph of text. At the bottom are buttons for 'Confirm and Agree', 'Pay', and 'Close'. The footer contains the contact number 3666 7033 and the company name and address: AIG Insurance Hong Kong Limited, 46/F, One Island East, 18 Westlands Road, Island East, Hong Kong. Copyright © 2014 AIG All rights reserved. Links for Terms of Use and Privacy are also present.</p>	<p>Revise helper information</p> <p>1) Select “Change Helper Details”.</p>
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2)

Revise helper information

- 1) Enter Name of helper.
- 2) Select gender of helper.
- 3) Enter helper's HKID.
- 4) Select helper birthday (DD/MM/YYYY).
- 5) Click "Confirm Changes".

3)

Revise helper information

- 1) Click "OK" to confirm the revisions.
- 2) A revised renewal notice will be sent to your email address. You may then proceed with the renewal via the hyperlink in the email.