AIG Claims Process

Step 1

Claim submitted to AIG

- Email : ahclaimscan@aig.com
- Telephone : 1-877-317-8060

Step 2

Claim setup in the system

- Acknowledgment sent to claimant
- Examiner assigned within 24 hours of first notice of loss (FNOL)

Step 3

Forms and statements stage

- Send claimant statement
- Send employer administration statement

Step 4

Research phase

- Review the claim submission and, if necessary, request any further details or documents.
  - i.e. clinical notes, death certificate, coroners report, hospital or patient records

Step 5

Final decision

- Provide the claimant with a decision in writing upon receipt of all documents.
- If the claim is approved, a payment will be sent via cheque or EFT.