Question	Answer
How do I register to report claims online?	To register for an ID and Password go to www.aig.com/reportaclaim and click on Register Now. Policy information is required to register
How do I report a claim?	To report a claim go to www.aig.com/reportaclaim. Enter your User ID and Password and click Login. From the Homepage select the line of business and click Report a Claim. You may also click on Report a Claim on the top menu and then select the Line of Business.
What if I do not see my location in the list after clicking Select Location?	You can manually type in the address and if you would like to save it to the Location Repository for future claim reporting check the box next to "Add this address to the Location List:"
What if the policy information prefilled is not the policy for the claim I am reporting?	You can click on Select Policy and do a Policy Search. Select a row from the grid and click OK.
How do I search for Location Codes?	On the Policy / Location Codes screen click on Select Location Codes button. A new window opens and you can enter criteria and click Search to narrow down the results returned or just click the Search button to display all available codes.
What if I do not have time to complete the claim once I have started?	At any time while reporting the claim click on Save & Exit link. You will be provided a reference number and will have 7 days to resume the claim. If after 5 days you have not resumed the claim you will receive an email reminding you there is a pending claim. You will have an additional 2 days to resume or remove. If no action has been taken your claim will be removed from the Incomplete Claims list.
How do I search for a claim?	Log in as you would to report a claim. From the Homepage enter the reference or claim number in the View the Current Status of Your Claim! section and click on View Claim Summary. Claim Search can also be accessed from Your Existing Claims section or Claim Search from the top menu.
How do I change information on a claim previously reported?	Any changes should be sent to the claim handling office or adjuster assigned to the claim. This information can be found by doing a claim search and viewing the Claim Summary.
How do I find out the status of my claim?	Claim Status can be found on the Claim Summary page after performing a Claim Search.
How do I find the adjuster information?	After performing a Claim Search, on the Claim Summary page there is a tab at the bottom called Adjuster Information
How do I find the claim number?	Claim Number can be found on the Claim Summary page after performing a Claim Search.
How do I find the claim handling office?	After performing a Claim Search, on the Claim Summary page there is a tab at the bottom called Handling Office.

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How do I view/print the FROI after reporting a claim?	1. From the homepage under Recent Activity, click on the Previously Reported Claims tab to view a list of your most recently reported claims. 2. Locate and select the claim you would like to print. Click on the "View Claim Summary" button below the list of Previously Reported Claims. The system should display the Claim Summary information. 3. Under the Claim Management Information section, click on the Documents tab to view a list of the documents associated to your claim. 4. Locate the FROI in the list of documents and click the "View File" button to the right of it. The system should open the FROI in PDF format and allow you to view it. From here the PDF view should give you an option to print the FROI. **You can also use Claim Search to location the claim and view the Claim Summary page
When I try to view the First Notice of Injury or Property & Casualty Loss Notice form, the form is blank or some of the data is missing. What is causing this?	This problem will occur if you are not using the most current version of Adobe Acrobat Reader. Please go to http://www.adobe.com and click on Adobe Reader to download the latest version of this software.
Can I view claims reported telephonically?	At this time, only claims reported online can be accessed.
How do I find a medical provider?	From the Customer Support page click on the Find Medical Care link under the Medical Provider Web Site.
Where can I find a blank copy of a First Report of Injury or Loss Notice form?	First Report of Injury and Loss Notice forms are available on our Customer Support page by clicking on the Claim Reporting Guide link under Claim Forms.
How do I update the spelling of my name?	From the HomePage click on the User Profile link in the top menu. Then click on the Edit Profile link at the bottom of the screen.
How do I update my email address/User Id?	User ID's cannot be changed. You will need to register with the new email address to ensure delivery of the email confirmations as well as the capability to change your password. Once completed, you can send an email from our Customer Support page to have the claims submitted under the old user id added to the new user id.
What if the insured I want to report a claim for is not attached to my User ID?	From the top menu click on Manage Policies and click on Add Policy. Policy Number, Effective Date and Insured Name are required. If your policy is not found please contact the IntelliRisk Help Center.
How do I see what policies are attached to my User ID?	From the top menu click on Manage Policies and click on Add Policy. Enter in the appropriate search criteria and click Search. If you do not see a specific policy click on Add Policy.
How can I change my password?	From the top menu click on the User Profile link and then click on Change Password. Follow the onscreen instructions to change your password.
How do I update my Security Answer created during registration?	From the top menu click on the User Profile link and then click on the Edit Profile link.
What if I forgot my password?	Go to www.aig.com/reportaclaim, click on "Need help signing in?", and then click on "Forgot Password?".

Question	Answer
What happens if my system freezes while reporting a claim?	Once you have logged back into Report a Claim under the Recent Activity section on the HomePage select the row from the Incomplete Claims grid and click on Resume. You will be taken to the last page you were entering information on.
What is included in the Announcements link?	Click on the Announcements link to see the latest updates for Reporting a Claim online.
What is IntelliRisk-Loss Runs?	IntelliRisk is an application which provides access to generate loss runs. If you are registered for IntelliRisk you can click on the link in the top menu and be taken directly into the application using the same ID and PW used to Report a Claim. If you are not a registered user you will be taken to Step 3 of the registration process. Policy information is required to register for IntelliRisk.
What do I do if I am having issues viewing the encrypted confirmation email?	From the top menu click on the Customer Support link. Under the Customer Support Information section, click on the link for Email Security User Guide. You can also send an email to SecureEmailSupport@aig.com
Is the information I enter online private and secure?	Yes. Your privacy and the information you provide to AIG to process your claim is of the utmost importance. In order to safeguard our communication with you, we have taken the following steps: 1. The browser you use should support 128-bit authentication and encryption protocol. 2. AIG First Notice of Loss requires an AIG assigned "Username" and "Password:" 3. Your unique and personal Username/Password combination is recognized by our security system as the only client identification authorized to submit a claim using your specific account information. 4. For security purposes your session will end after 120 minutes of inactivity.
If I encounter a problem which cannot be corrected by adjusting my browser options or consulting my own technical staff, how can I contact AIG for assistance?	In the event that you need to contact AIG for further assistance, please call 1-866-893-2520 or email us at intellirisk@aig.com.
What browers are currently supported?	At this time Internet Explorer is the only supported browser. If you are using Firefox or Chrome the application will not function as expected.
What resolution should my screen be set at to properly display the system?	The standard resolution is 1024x768. To change these settings on your computer: 1. Minimize all program windows. 2. Right click on an empty area of your desktop and choose "Properties" from the pop-up list that appears. 3. Click on the "Settings" tab of the dialog box that appears. 4. Change the size to 1024x768 pixels. 6. Click OK
Where can I send a question if I do not see it listed?	From the top menu click on the Customer Support link. Under the Email Customer Support, enter your question and click Submit.