# AIG Claims Process

## Step 1

### Claim submitted to AIG

- Email : ahclaimscan@aig.com

## 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.