



AIG Private Client Group Contact Reference Guide

Central Zone

Contact	Topic/Issue
Underwriter	• New business account review • VIP account renewals • Course of construction risks • Multinational inquiries • General underwriting strategy • General coverage questions • Inspection requirements
Underwriting Technician	• General renewal questions • VIP renewal preparation, options and changes • Replacement cost questions, insurance to value questions, inflation reviews, or revaluation requests • Inspections: RMS inquiries, ordering a new inspection or inspection requests • Loss runs: individual client loss history report requests • Back-up if Underwriter is unavailable
Contact Center	Broker assistance: czbrt.pcg@aig.com or (800) 613-5207, Option 2 • First point of contact for questions on new or existing accounts • General service questions, including billing questions • Make a payment, inquire about a payment and inquire about a balance • Status of quotes, issuance, endorsements and inspections • ePCG and CIP questions and assistance • Copy of manual policy (renewal or new) - Yacht, EXFL, EPLI, WC • Download requests Billing: (888) 978-5371, Option 3 or billing.pcg@aig.com • Posting of payment • Invoice printing schedule • Payment /sequence inquiries • Amount due • Policy cancellation for non-pay
Operations	• New business quotes and re-quotes - czquotes.pcg@aig.com • Binders and issuance - czbinder.pcg@aig.com • Quote to existing policy - czqte.pcg@aig.com • Endorsements - czendorsements.pcg@aig.com • Change billing type (direct/agency/mortgagee) - czendorsements.pcg@aig.com • Workers Compensation requests - pcg-czworkerscomp@aig.com • Yacht new business and renewals - pcgcyachtnewbiz@aig.com • Yacht endorsements - pcgcyachtendt@aig.com • BORs - czbor.pcg@aig.com • DMV inquiries - czdmvhelp.pcg@aig.com • Inspection processing • Book transfers



Claims	• First notice of loss and general claims assistance: (888) 760-9195 • Payment status on a particular claim: contact the assigned claims adjuster • Claim acknowledgement letter or closing letter: contact the assigned claims adjuster				
ePCG ePremier CIP	• Self-service for processing new business quotes, quoting options on existing business and issuing endorsement changes in real time • Check on the status of processing requests • Obtain copies of issued policy papers, copy of billing invoices, auto ID cards, etc. • Producer tab: - o Policy activity tab in CIP: provides last 30 days of all transactions including new business, endorsements, renewals, cancellations, reinstatements and cancellations pending (14 days for ePCG transactions) - o Billing activities tab in CIP: provides last 30 days of billing transactions including billing statements, past due renewal payments, final reminder notices and non-payment cancellation notices (14 days for ePCG transactions) - o Admin tab: agency administrator can create new user IDs, reactivate disabled IDs, and disable IDs for employees that should no longer have access; set system defaults for quoting in CIP				
Producer Business Center	• Login to ePCG, ePremier or CIP depending on account • Obtain guidelines, product information, specimen contracts and marketing brochures • Policyholder service information: vendor referrals, loss prevention “tip” sheets, Wildfire Protection Unit, Hurricane Protection Unit, background checks, etc. • Private Client News and producer bulletins • Valuation tools to assist in determining replacement cost for residences • eLearning center and online product tutorials • Make a payment online • Producer Business Center password resets: (877) 867-3783, Option 1				
System Training/ Technical Support	Brian Dixon	Rich Esandrio	Danielle Swat	Dyalma Marzouk	Brian Dixon (908) 679-3782 brian.dixon@aig.com Rich Esandrio (908) 679-4801 richard.esandrio@aig.com Danielle Swat (847) 330-8143 danielle.swat@aig.com Dyalma Marzouk (619) 681-1428 dyalma.marzouk@aig.com
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