

COMPLAINT HANDLING PROCEDURE

CONTACT US

Operational hours: Monday to Friday, 08.30 – 17.00 WIB

1



Email:

Download the Complaint Form [here](#) and send the complete form via email to Contact.Indonesia@aig.com



Walk-in:

Bursa Efek Indonesia Building, Tower 2, Fl. 3A Jl. Jend. Sudirman Kav. 52-53, Jakarta



Telephone:

0800 124 8888 (Toll free number)

COMPLAINT RECEIPT CONFIRMATION

2

Our officer will send confirmation of complaint receipt within **1 (one)** working day via email by providing the complaint registration number, complaint receipt date, documents that must be completed and other general information.

COMPLETENESS OF INFORMATION AND DOCUMENTS

3

Customer is required to complete the following documents within **10 (ten)** working days after received the Complaint Receipt from AIG Indonesia:

1. Copy of signed Complaint Form
2. Copy of Customer/Authorized Representative's Identity (ID Card/Driving License/Passport/KITAS)
3. Other documents related to the issue, if any
4. A Power of Attorney must be attached if the complaint is authorized by the Policyholder/Insured/Beneficiary to other party

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4

Written complaint will be followed up and resolved within **10 (ten)** working days after the complete documents are received. If necessary, we will inform the time extension to the customer in writing.

COMPLAINT RESOLUTION AND CLOSURE

5

AIG Indonesia will send a written Complaint Response. Complaint handling will be resolved/closed after obtaining customer approval.

If there is no agreement towards our Complaint Response, customer can submit the complaint to the FSA or the [Alternative Institution for Financial Services Sector Dispute Resolution \(LAPS SJK\)](#).