

# COMPLAINT SERVICE PROCEDURE

## CONTACT US

**Operational hours:** Monday to Friday, 08.30 – 17.00 WIB

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**Email:**

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

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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

Consumer 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 Consumer/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

## COMPLAINT SERVICE PROCESS

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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 consumer in writing.

## COMPLAINT RESOLUTION AND CLOSURE

5

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

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