

A photograph of a modern, curved building at night with many lit windows, serving as a background for the title.

# FAQs

## Frequently Asked Questions

### [My Personal Information / My Profile](#)

**I am not able to fill out a field completely. Does the Claims Digital Self Service system save incomplete fields?**

No. For security purposes, the system does not allow incomplete information to be saved. You will need to re-start the process from the beginning when you have complete information.

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**How does AIG keep my information secure on My Profile / My Account?**

AIG is very sensitive and aware of the importance of cyber security. To use the site, we require minimal personal information. We also have other advanced safeguards in place to protect your personal information.

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### [My Password](#)

**How can I change my password?**

Navigate to the **Security** section of the My Profile page to change your Password.  
(Click on the **Security** section to expand and enter the information.)

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**What kind of password is required?**

Passwords must begin and end with a letter and contain at least one number.  
A minimum of 8 characters is required.

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**Why do I need a password?**

Passwords and other security features we use help keep your private information safe and secure.



## My Claims

### How do I find the claim number?

On the My Claims page, the 5 most recent claims are displayed.  
To view additional claims, click the **View All** link.

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### Can I report a claim online?

Not at this time, however, we will soon be adding this feature to the site.

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### How do I find who my assigned adjuster is? Can I contact them directly?

Adjuster information is only available for submitted claims. The information is found by locating and then expanding the claim information (on the My Claims page). The contact information may be used to contact the adjuster directly.

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### How do I find the claim handling office?

The Claims Digital Self Service application does not display the claims handling office information.  
Please contact the adjuster assigned to your claim.

## Broker or Agent

### If I am a broker or Agent, can I see claims submitted by my client? Similarly, if I am a client, can I see claims submitted by my broker?

Yes it is possible. To see these claims you must have the Policy number, Policy Effective Date, and Claim Number.  
With those pieces of information, you can search for the claim and affiliate it to your dashboard.

**Visit [www.aig.com/claims](http://www.aig.com/claims) to get started today.**