




# COMPLAINT SERVICE PROCEDURE

1	<h2>CONTACT US</h2> <p><b>Operational hours:</b> Monday to Friday, from 9:30 to 12:00 pm and 1:30 to 4:30 pm.</p> <div> <div>  <p><b>Email:</b> Download the Complaint Form <a href="#">here</a> and send the complete form via email to <a href="mailto:Contact.Indonesia@aig.com">Contact.Indonesia@aig.com</a></p> </div> <div>  <p><b>Walk-in:</b> Bursa Efek Indonesia Building, Tower 2, Fl. 3A Jl. Jend. Sudirman Kav. 52-53, Jakarta</p> </div> </div> <div>  <p><b>Telephone:</b> 021 5291 4888</p> </div>
2	<h2>COMPLAINT RECEIPT CONFIRMATION</h2> <p>Our officer will send confirmation of complaint receipt within <b>1 (one)</b> working day via email by providing the complaint registration number, complaint receipt date, documents that must be completed and other general information.</p>
3	<h2>COMPLETENESS OF INFORMATION AND DOCUMENTS</h2> <p>Consumer is required to complete the following documents within <b>10 (ten)</b> working days after received the Complaint Receipt from AIG Indonesia:</p> <ol style="list-style-type: none"> <li>1. Copy of signed Complaint Form</li> <li>2. Copy of Consumer/Authorized Representative's Identity (ID Card/Driving License/Passport/KITAS)</li> <li>3. Other documents related to the issue, if any</li> <li>4. A Power of Attorney must be attached if the complaint is authorized by the Policyholder/Insured/Beneficiary to other party</li> </ol>
4	<h2>COMPLAINT SERVICE PROCESS</h2> <p>Written complaint will be followed up and resolved within <b>10 (ten)</b> working days after the complete documents are received. If necessary, we will inform the time extension to the consumer in writing.</p>
5	<h2>COMPLAINT RESOLUTION AND CLOSURE</h2> <p>AIG Indonesia will send a written Complaint Response. Complaint service will be resolved/closed after obtaining consumer approval.</p> <p>If there is no agreement towards our Complaint Response, consumer can submit the complaint to the FSA or the <a href="#">Alternative Institution for Financial Services Sector Dispute Resolution (LAPS SJK)</a>.</p>