



Product Profile

SME Package

The operating environment for businesses can be a challenging one for businesses to navigate. As a Small and Medium Enterprise (SME), we understand that you need an insurance plan that is easy to purchase and offers comprehensive cover for your business.

As one of the top general insurance companies in Singapore, AIG offers SME Package insurance that protects your business while you focus on operations and growth.

You can choose from three different plans for a packaged product with essential coverage that are designed for micro and small business, or opt for bespoke solutions if your insurance needs are more complex.

When you are insured by AIG, you can rely on our financial strength and support from our claims professionals to help you recover quickly if the unexpected happens.

Quick Fact

The Work Injury Compensation Act mandates that all employers must provide work injury compensation insurance for their employees from designated insurers.

AIG is one of the designated insurers, and our SME Package insurance includes this mandatory cover and more. Visit www.aig.sg/smepackage or contact your agent for further details.

Getting the Right Coverage

Selecting the right insurance coverage for your business can be a complex task. At AIG, we understand that you need a solution that is comprehensive and flexible. With our SME Package insurance, you can choose a standard package and select the cover you need to create a tailored solution or opt for a pre-underwritten plan if your business is in one of the select industries.

Regardless of the type of SME Package insurance you select, you can be assured that you will get coverage in the three essential areas that SMEs need to protect.



Standard SME Package Insurance – Key Features

With AIG's standard SME Package insurance, you have the flexibility to select the coverage from our comprehensive offering according to your needs. The standard package cover includes the following features:

	Damage to your property Covers first party property damage		Public liability Protection in the event of a third party bodily injury or property damage that your business is liable for
	Loss of money Covers loss of or damage to money within premises or while in transit		Work injury compensation Protection for your employees in the event of work-related injuries
	Loss brought about by business interruption Protection against loss of profits if your business is interrupted		Group Personal Accident Protection for your employees in the event of a personal injury or death
	Machinery breakdown Protection against unexpected costs in the event of a machinery breakdown		Goods in transit Protection against loss or damage of goods during transit anywhere within Singapore
	Damage to electronic equipment Covers damage for laptops, mobile phones and other specified items anywhere in Singapore and worldwide		Fidelity guarantee Protection against loss sustained from any act of fraud or dishonesty committed by an employee

Pre-Underwritten SME Package Insurance for Select Industries

If your business is in any of the following industries, you can choose pre-underwritten SME Package insurance which covers a wide range of risks in one policy.

INDUSTRY	BUSINESS TYPES
Food & Beverage	Restaurants and cafes, dining places and takeaway shops, food courts, food stalls and kiosks, coffee shops, ice cream shops, bubble tea shops and canteen operations.
Retailers	Specialty retail stores including florists, craft goods, art supplies, souvenir and gift shops, games and retail toy store, and book stores; clothing, footwear, eyewear, jewellery and accessories; household electronics equipment; household furniture, appliance and homewares.
Education	Pre-school education centres, playgroups, nurseries, kindergartens, tuition centres, children enrichment classes, music, dance and ballet schools, art schools, fashion schools, professional development, management training and adult learning (classroom-based).
Beauty and Spa	Beauty and hair salons, spas and foot reflexology clinics, weight loss and slimming centres, manicure and pedicure parlours, and make-up services.
Healthcare Package	Psychiatry and general practice medical clinics, chiropractic and acupuncture services, specialist medical clinics, aesthetics and cosmetic services, dental services.
Office Package	Office-based businesses including management and recruitment consultants, accounting firms, law firms, architectural firms, financial advisers, estate and letting agencies, health and safety consultants, marketing and advertising firms.

Our Claims Expertise

When you are insured by AIG, you can have confidence that you can recover quickly if the unexpected happens. Our experienced claims professionals have in-depth knowledge and expertise in claims handling for SMEs.

Simplified claims submission process

Experiencing a loss can be devastating and we are committed to processing and resolving your claim as quickly as possible. You can choose to submit your claim directly or through your agent in just three steps using our online claims platform.



Step 1: Download the form for the relevant claim from
<https://www.aig.sg/business-claims>



Step 2: Complete the claim form



Step 3: Submit the form and accompanying documentation online via
<https://www.aig.sg/claimsubmission>

Upon successful submission of the form, a case reference number will be sent to you via the email address that you provide in the claim submission online form.

Claim Scenarios

Our experienced claims professionals have in-depth knowledge and expertise in claims handling for SMEs of all sizes. Below are just a few examples to illustrate how our SME Package insurance protects your business against the unexpected.



Scenario 1

Faulty electrical equipment caused a fire at a retail store, resulting in damage to the premises and goods.

Documentation required when submitting the claim:

- Photographs of the damage
- Quotation for repair works



Scenario 2

A cook at a restaurant tripped while preparing food orders, resulting in a serious leg injury. The cook was medically unfit to work for a month, and needed medical and rehabilitation treatments as well.

Documentation required when submitting the claim:

- Payslips for past 12 months from the accident
- Incident report
- Medical bills, reports and certificates



Scenario 3

A company vehicle from a transportation firm met with a traffic accident while delivering goods to a customer's factory, resulting in extensive damage to the goods.

Documentation required when submitting the claim:

- Delivery order
- Traffic Police accident report
- Commercial invoice for the goods

Scenarios are purely for illustration purposes. Policy coverage will depend on the policy terms, conditions, exclusions, and the factual circumstances of the particular claim.

The AIG Advantage

As a leading global insurance organisation with over 65 years of history serving clients in Singapore, we offer unique differentiators that make us the partner of choice for your business insurance needs.



Deep expertise

Our network of highly-skilled professionals locally, backed by our global network, offers you the expertise to help you mitigate each individual risk.



Financial strength and stability

As one of the world's largest insurers, you can be confident that we will be able to pay your claim, getting you back up and running as quickly as possible.



Claims excellence

Our highly-skilled in-country claims professionals will process your claim efficiently and in a transparent manner.



American International Group, Inc. (AIG) is a leading global insurance organisation. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in approximately 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange.

Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance www.twitter.com/AIGinsurance | LinkedIn: www.linkedin.com/company/aig. These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference herein.

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This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact AIG Asia Pacific Insurance Pte. Ltd. or visit the GIA or SDIC websites (www.aig.sg, www.gia.org.sg or www.sdic.org.sg).

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You can also contact your insurance agent for more information.