



SME Payment Service FAQs for Public (Agents and Insureds)

1. What is the SME Payment Service?

The SME Payment Service is a secure payment facility where AIG Singapore SME clients can make payments for transactions that have been processed via SME Online for the following bound transactions:

- I. New Business
- II. Endorsements
- III. Renewal policies
- IV. Reinstatement (Full premium amount)

2. For whom is the SME Payment Service available to?

It is for SME policyholders to make a payment for policies that have been processed and bound via SME Online.

3. How can the clients access the SME Payment Service?

SME clients and producers can either go to AIG Singapore website or AIG Singapore App. Depending on the transaction type and choice of channel, simply follow these steps:

1. Go to AIG Singapore website: www.aig.sg/pay-sme and select your Transaction Type.
2. Go to AIG Singapore App:
 - a. Purchase Insurance > SME > 'Make Payment for a new SME Policy'
 - b. Renew Insurance > SME
 - c. Update Insurance > SME (Endorsement payment)

4. Can I make payment before I bind the policy?

No, payment can only be made for bound new business, endorsements, renewal policies and reinstatement processed via SME Online.

5. Why should I make payment via SME Payment Service?

You should make payment via SME Payment Service because it is convenient, fast, easy and secure.

6. Is there an alternative to making payment other than the SME Payment Service?

Yes, you can pay via cheque. Please visit the Concierge located at Level 1 of AIG Building or Level 7 Front Counter. Please write the policy number at the back of the cheque.

7. What information is required to make payment?

1. Policy no.
2. Policyholder's name
3. Premium Amount
4. Mobile no.
5. Insured's email address
6. Credit Card details

8. What if amount is wrongly paid (whether under or over paid)?

- If you have underpaid, simply make another payment for the outstanding premium using SME Payment service.

- If you have overpaid, the excess will be refunded to you via credit card within 5-7 days.

9. What if payment was made to the wrong policy?

You may drop us an email at aigsgp.sme-support@aig.com to notify us. We will also do an internal check to do the rectification before contacting your agent for any clarification.

10. Will I get a payment confirmation?

Yes, an email will be sent at the Insured's address after a successful payment transaction. Please keep the email for future reference.

11. Can I make payment for an overdue policy?

Yes, payment will still be accepted, subject to underwriting review.

12. Transaction has been submitted for underwriter's review. Can I go ahead and make payment first?

No. Please wait until the referral has been approved and premium confirmed by the underwriter.

13. What are the credit cards that are accepted on SME Payment Service?

Currently, only MasterCard and VISA credit cards are being accepted.