



AIG MULTINATIONAL



MN Xchange Functionality

Multinational Network Partners

April 2019

MN Xchange

AIG's single source of all Network Partner placement, policy, claims and premium bordereau information.

Automated Workflow Tool

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AIG Communications & Training

Document Sharing

AIG Contacts

Centralized Workbasket & Dashboard

Request Status	# of Days Since Instruction Received	# of Claims Open
Action Required	0-3	4-15
New (2)	0	2
Rejected (8)	0	8
Issue Policy (332)	0	332
Renew Premium (274)	0	274
Action Required Total (616)	0	616
AIG Renew Premium (1)	0	1
Complete (670)	0	670
Cancelled (43)	0	43
Total (1,330)	0	1,330

Days Until Expiration	Renewal Count
180-121	69
120-91	16
90-61	30
60-31	5
30-0	13
(1)-(30)	21
(31)-(90)	40
All	194

Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment	Request Type
Territory7	0	Local Insured Name	Account Name	Casualty-General Liability	8-042A02G2200000	14 Feb 2015	No	HP Local Collect	New	
Territory2	0	Local Insured Name	Account Name	Property-Manufacturing	8-007A08G3100000	31 Dec 2015	Yes	HP Local Collect	New	

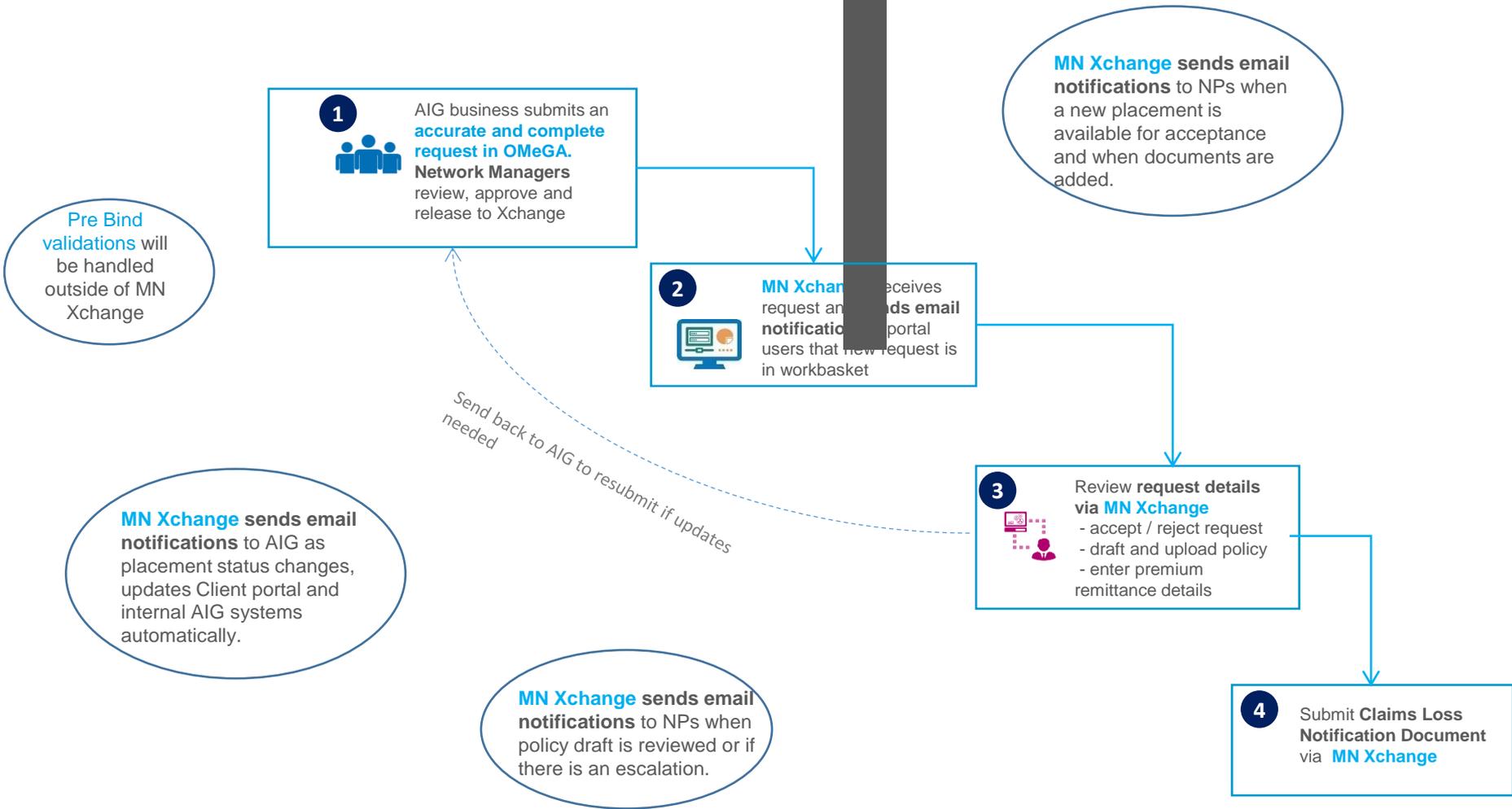
Premium Remittance & Tracking

Request Acceptance

Draft Policy Review & Issuance

Claims Submissions

High Level Process Overview



1. Home Dashboard Overview

Login

www.aig.com/multinationalportal/np



Login

User ID *

Password *

[Forgot Password](#) | [Password Policy](#)

Remember my User ID

I agree to Terms of Use

For questions or more information, please do one of the following:

Network Partners:
Please contact MultinationalPortalSupport@aig.com.

Employees:
Please contact your helpdesk for assistance.

To log on – enter email and password

For compliance purposes, this box will need to be checked each time you log on to the Xchange

If you have technical issues, need password reset or require additional users please contact: MultinationalPortalSupport@aig.com

Home Dashboard – Overview

Home dashboard is your own “Workbasket to identify, prioritize and track progress all in one place.

AIG MN Exchange Welcome demo4 user4
Demo Np Group
Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

Program Year: Selected Multiple +
 Territory: Selected Multiple +
 Account Name: All
 Local Insured Name: All
 Policy Number: All
 OMeGA Request ID: All
 Default View [Advanced Search](#) **SEARCH**

Current Selection

Program Year:	2019,2018,2017	Territory:	All
Account Name:	All	Local Insured Name:	All
Policy Number:	All	OMeGA Request ID:	All

Request Summary					Renewal Summary	
Request Status	# of Days Since Instruction Received			Open Escalations	Days Until Expiration	Renewal Count
	0-3	4-15	>15			
Action Required	0	3	0	NA	180-121	25
New (3)	0	11	15	NA	120-91	10
Rejected (26)	0	12	50	8	90-61	21
Issue Policy (62)	0	0	57	1	60-31	5
Remit Premium (57)	0	0	107	9	30-0	8
Action Required Total (122)	0	15	107	9	(1)-(30)	70
AIG Remit Premium (13)	0	0	13	0	(31)-(90)	14
Complete (561)	57	15	489	1	All	153
Cancelled (56)	0	0	56	NA		
Total (778)	57	41	680	10		

	Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment	Request Type	Policy Limit	Gross Premium
<input type="checkbox"/>	Territory7	14	Local Insured Name	Account Name	Commercial Property-Manufacturing	990000025546	R-196A00DI901000	20 Apr 2017	No	NP Local Collect	Endorsement	54,819,187	41,431
<input type="checkbox"/>	Territory7	9	Local Insured Name	Account Name	A&B-Bia Travel Incl. Group	R-110A07WQ800000	R-110A07WQ800000	01 Jan 2019	No	NP Local Collect	Renewal	485,150	2,420
<input type="checkbox"/>	Territory8	8	Local Insured Name	Account Name	Casualty-General Liability	R-007A08LY000000	R-007A08LY000000	01 Jan 2019	No	NP Local Collect	Renewal	1,000,000	2,500

Menu bar

Search/filter bar

Advanced Search – to search using additional filters

Displays your current filters

View your open Escalations by clicking on the numbers

Renewal Pipeline

Policy level view of items in “Workbasket”. Click on Omega ID # to action request



Home Dashboard – Workbaskets

Workbasket to track the lifecycle of policy acceptance, issuance and premium remittance. Track against Service Level Agreements.

Request Status	# of Days Since Instruction Received		
	0-3	4-15	>15
Action Required			
New (0)	0	0	0
Rejected (5)	0	0	5
Issue Policy (120)	0	0	120
Remit Premium (150)	0	0	150
Action Required Total (275)	0	0	275
AIG Remit Premium (1)	0	0	1
Complete (275)	0	0	275
Cancelled (34)	0	0	34
Total (585)	0	0	585

Action required:

- **New** – review capabilities, policy details and financial calculations and accept or reject.
- **Rejected** – sent back to AIG in need of revision or additional information. SLA's will reset when the new instructions are received
- **Issue Policy** – wait for policy to be uploaded in portal and issuance details to be entered
- **Remit Premium** – local collection information pending
- **AIG Remit Premium** – centrally collected premium due to be paid to Network Partner
- **Complete** – require no action unless there are claims submitted

Request status column headings are clickable to update the detail for that workbasket

Home Dashboard – Workbasket Actions

Request Summary	New Detail	Issue Policy Detail		
Request Status	# of Days Since Instruction Received			Open Escalations
Action Required	0-3	4-15	>15	
New (3)	0	3	0	NA
Rejected (26)	0	11	15	NA
Issue Policy (62)	0	12	50	8
Remit Premium (57)	0	0	57	1
Action Required Total (122)	0	15	107	9
ALG Remit Premium (13)	0	0	13	0
Complete (561)	57	15	489	1
Cancelled (56)	0	0	56	NA
Total (778)	57	41	680	10

Click on each Action Required Title to see details below

New Request Status

Show

	Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment	Request Type
<input type="checkbox"/>	Territory7	0	Local Insured Name	Account Name	Casualty-General Liability		R-042A02Q2200000	14 Feb 2015	No	NP Local Collect	New
<input type="checkbox"/>	Territory2	0	Local Insured Name	Account Name	Property-Manufacturing		R-007A08G3100000	31 Dec 2015	Yes	NP Local Collect	New

Export | Export All

Export placement details into excel to pivot or support internal reporting

Click on OMeGA ID to be directed to terms & conditions

Click on any title to filter placements

Home Dashboard – Result Details Navigation

Issue Policy Status

Show

Export | Export All

<input type="checkbox"/>	Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment	Request Type
<input type="checkbox"/>	Territory7	210	Rio Alto Sac	Tahoe Resources Inc.	Property-Mining	13153764	F-039A05F9700000	11 Oct 2016	No	NP Local Collect	Renew
<input type="checkbox"/>	Territory7	210	Koricancha Joint Venture	Anthem United Inc	Casualty-General Liability	14080318	R-036A01XS700000	27 Jun 2016	No	NP Local Collect	New
<input type="checkbox"/>	Territory7	205	Owens-Illinois Peru S.A.	Owens-Illinois, Inc.	Casualty-General Liability		R-005A09GL100000	01 Oct 2016	No	NP Local Collect	Renew
<input type="checkbox"/>	Territory7	205	U-Peru Living Conditions S.A.C	Union Castellana De Alimentacion Ucalsa Sa	Construction-General Liability	72002794	R-042A02ZK200000	24 Sep 2016	No	NP Local Collect	Renew
<input type="checkbox"/>	Territory7	182	Morpho Cards Del Peru Sac	Safran	Casualty-Products Liability		R-023A08G4900000	01 Oct 2016	No	NP Local Collect	New
<input type="checkbox"/>	Territory7	172	H&m Hennes & Mauritz S.A.C.	Ramsbury Invest Ab	Casualty-General Liability	1201-531910	R-110A04WX000000	01 Dec 2016	No	NP Local Collect	New
<input type="checkbox"/>	Territory7	171	Siegwerk Peru	Siegwerk International	Marine-Cargo	3003-	R-02140081100000	01 Jan 2017	No	NP Local	New

Increase number of entries displayed. Options include 10, 25 or 50 entries.

Showing 51 to 100 of 147 entries

Go to page

Go to page will allow you to scroll through all the entries in the category

Home Dashboard – Renewal Reporting

Renewal Pipeline provides a proactive view of upcoming renewals starting 180 days prior to expiration.

Request Status	# of Days Since Instruction Received			Open Escalations	# of Claims Open
Action Required	0-3	4-15	>15		
New (3)	0	3	0	NA	NA
Rejected (26)	0	11	15	NA	NA
Issue Policy (62)	0	12	50	8	NA
Remit Premium (57)	0	0	57	1	NA
Action Required Total (122)	0	15	107	9	NA
AIG Remit Premium (13)	0	0	13	0	NA
Complete (561)	57	15	489	1	NA
Cancelled (56)	0	0	56	NA	NA
Total (778)	57	41	680	10	NA

Renewal Summary

Days Until Expiration	Renewal Count
180-121	25
120-91	10
90-61	21
60-31	5
30-0	6
(1)-(30)	70
(31)-(90)	14
All	153

Click on the chart link labels to update the summary at the bottom of the page with detail records.

Renewal Summary

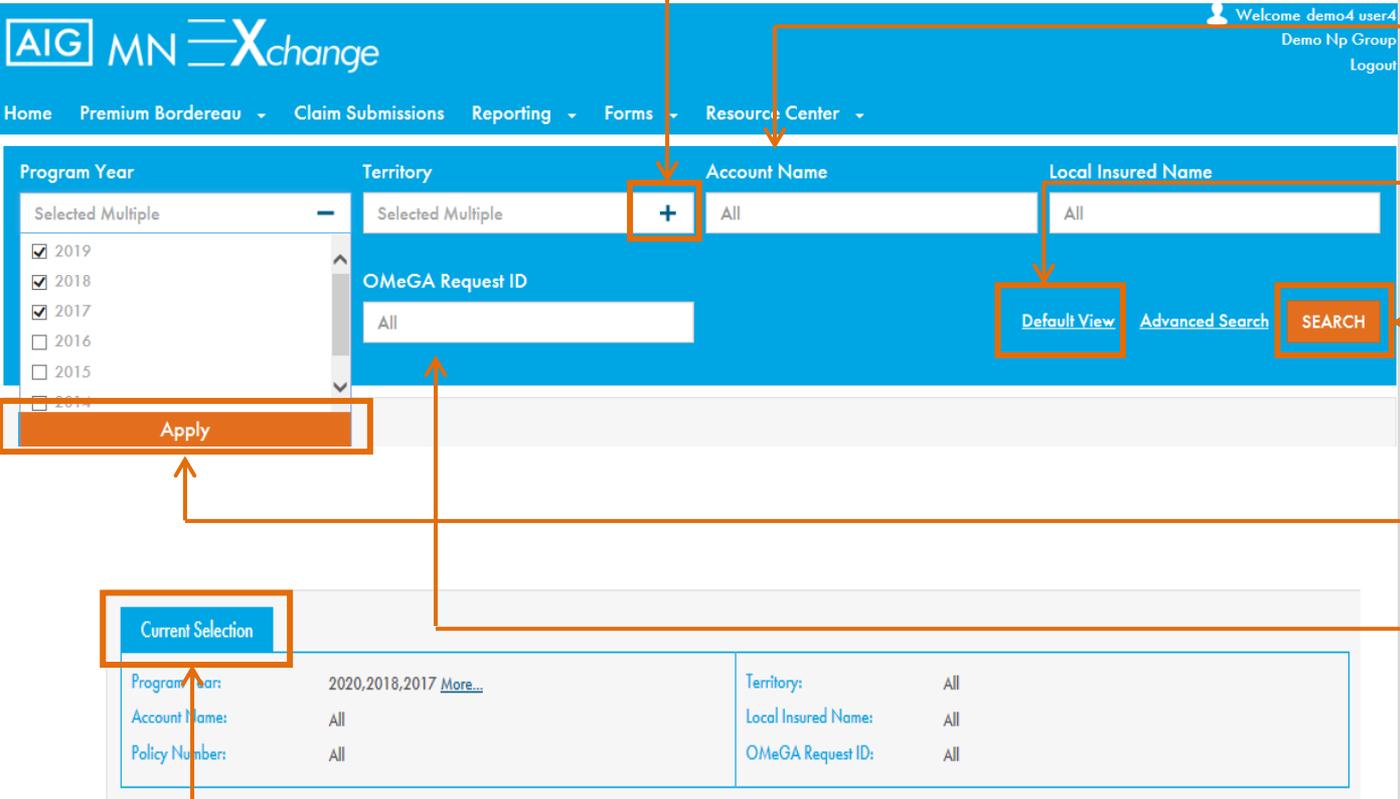
Export | Export All

Show 10

	Territory	Expiration Aging Group	Expiration Date	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	# Of Open Claims	Cash Before Cover	Met o Payr
<input type="checkbox"/>	Territory7	30-0	30 Jul 2017	Local Insured Name	Account Name	Financial Lines-Rm/Prof Liability		F-410A0VUO900000	NA	No	NA C
<input type="checkbox"/>	Territory7	30-0	30 Jul 2017	Local Insured Name	Account Name	Financial Lines-Rm/Prof Liability		F-410A0VUP600000	NA	No	NA C
<input type="checkbox"/>	Territory3	30-0	31 Jul 2017	Local Insured Name	Account Name	Casualty-General Liability	0331014406	R-001A0U47200000	NA	No	NA C
<input type="checkbox"/>	Territory7	30-0	01 Aug 2017	Local Insured Name	Account Name	Casualty-General Liability		R-039A0551800000	NA	No	NA C
<input type="checkbox"/>	Territory7	30-0	01 Aug 2017	Local Insured Name	Account Name	Casualty-P.Cas-Auto Liab		R-039A055H000000	NA	No	NA C
<input type="checkbox"/>	Territory7	30-0	01 Aug 2017	Local Insured Name	Account Name	Property-Manufacturing	404573	F-005A08X0000000	NA	No	NA C
<input type="checkbox"/>	Territory7	30-0	01 Aug 2017	Local Insured Name	Account Name	Casualty-General Liability	1201-527030	R-005A090R500000	NA	No	NA C

Once the renewal transaction is received in the "New" workbook, it will move out of the Renewal Summary.

Home Dashboard – Screen



Plus symbol indicates the fields has multiple options, click to view

Account name or Named insured search will predict result as you type

Click the Default View link to reset search values to original logon view

To search with changed options, click SEARCH

Select options and click Apply

Search for a specific OMeGA ID – remove spaces before or after if you copy and paste

Search will refresh rest of the screen such as Current Section and the Summary sections

Home Dashboard – Advanced Search

Use the Advanced Search screen to further refine your selection. It offers 7 additional search options and 40 additional reporting fields

The screenshot shows the top navigation bar with the AIG MN Xchange logo on the left and a user profile on the right. The navigation menu includes Home, Premium Bordereau, Claim Submissions, Reporting, Forms, and Resource Center. Below the navigation bar is a search filter section with fields for Program Year, Territory, Account Name, and Local Insured Name. There are also fields for Policy Number and OMeGA Request ID. At the bottom of the filter section are buttons for Default View, Advanced Search, and SEARCH.

Click HOME to navigate back to dashboard screen

Advanced Search

This screenshot shows the Advanced Search form with additional filters. It includes fields for Remittance Date from NP to AIG, Remittance Date from AIG to NP, Aging Category, Aging Period, and Request Status. There is also a MOP Type dropdown menu. At the bottom right of the form are buttons for RESET and SEARCH.

Enter values and click SEARCH. The records that match the search criteria will display at the bottom of the screen

Detailed View

Default Download | Export | Export All

Show 10

<input type="checkbox"/>	Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment
<input type="checkbox"/>	Territory7	373	Local Insured Name	Account Name	Financial Lines-Maj/Mgt Liab Coml Inst	528252	R-056A01SA702000	27 Feb 2016	No	NP Local Collect

Click box and Export All to download all available data elements in to Excel.

Click specific records and Export to download those transactions



2. Accept/Reject Requests

Home Dashboard – Review Placement to Accept/Reject

Program Year: Selected Multiple +
 Territory: Selected Multiple +
 Account Name: All
 Local Insured Name: All
 Policy Number: All
 OMeGA Request ID: All
 Default View Advanced Search **SEARCH**

Current Selection

Program Year:	2019,2018,2017	Territory:	All
Account Name:	All	Local Insured Name:	All
Policy Number:	All	OMeGA Request ID:	All

Request Status	# of Days Since Instruction Received			Open Escalations
	0-3	4-15	>15	
Action Required				
New (3)	0	3	0	NA
Rejected (26)	0	11	15	NA
Issue Policy (62)	0	12	50	8
Remit Premium (57)	0	0	57	1
Action Required Total (122)	0	15	107	9
AIG Remit Premium (13)	0	0	13	0
Complete (561)	57	15	489	1
Cancelled (56)	0	0	56	NA
Total (778)	57	41	600	10

Renewal Summary

Days Until Expiration	Renewal Count
180-121	25
120-91	10
90-61	21
60-31	5
30-0	8
(1)-(30)	70
(31)-(90)	14
All	153

Click New or New Detail Tab to action the request

Bottom chart refreshes with New Request Status underliers

Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment	Request Type	Policy Limit	Gross Premium
Territory7	14	Local Insured Name	Account Name	Commercial Property-Manufacturing	990000025546	R-196A00DI901000	20 Apr 2017	No	NP Local Collect	Endorsement	54,819,187	41,431
Territory7	9	Local Insured Name	Account Name	A&B-Bia Travel Incl. Group		R-110A07WQ800000	01 Jan 2019	No	NP Local Collect	Renewal	485,150	3,620
Territory8	8	Local Insured Name	Account Name	Casualty-General Liability		R-007A08LY000000	01 Jan 2019	No	NP Local Collect	Renewal	1,000,000	2,500

Click OMeGA ID to see NPPRF and review terms & conditions.

Home Dashboard – Notification on a request

From: MultinationalPortal_donotreply@aig.com [mailto:MultinationalPortal_donotreply@aig.com]
Sent: Saturday, February 09, 2019 3:41 AM
To:
Subject: New Placement Request for <<Local Named Insured>>. for Effective Date 01 Jan 2019, R-083A06XXX00000



Multinational Network Partner Practice

Hello,

We are pleased to notify you a new placement request is awaiting your confirmation for <<Local named insured>>.

OMeGA Request ID:	R-083A06ZZZ00000
Territory:	<<NP Territory>>
Account Name:	<<Client Account Name>>.
Line of Business:	Casualty-General Liability
Inception Date:	01 Jan 2019
Expiration Date:	01 Jan 2020
Gross Premium:	1,200 USD

To review the placement details , please logon to the [MN Xchange Portal](#).

If you have any questions, please contact your AIG Relationship Manager .

Sincerely,
AIG Multinational Network Partner Practice



Email Notification of a new request sent to Network partners

New Detail Tab

Current Selection			
Program Year:	2019,2018,2017	Territory:	All
Account Name:	All	Local Insured Name:	All
Policy Number:	All	OMeGA Request ID:	All

Request Summary **New Detail** Issue Policy Detail Renewal Summary

Request Status	# of Days Since Instruction Received			Days Until Expiration	Renewal Count
	0-3	4-15	>15		
Action Required				180-121	24
Pending Acceptance (1)	0	0	1	120-91	10
Pending Client / Broker Review (0)	0	0	0	90-61	11
NP Action Required Total (1)	0	0	1	60-31	21
				30-0	5
				(1)-(30)	8
				(31)-(90)	73
				All	152

Click on the New Detail tab to view status of “New” workbooket.

Pending Network Partner to review placement and accept or reject placement.

Network partner has reviewed terms & conditions but is waiting for final acceptance due to pending information from Client or Broker

Policy Acceptance/Rejection

The screenshot shows the AIG MN Xchange interface. The top navigation bar includes 'Home', 'Premium Bordereau', 'Claim Submissions', 'Reporting', 'Forms', and 'Resource Center'. A secondary navigation bar contains four steps: 1. Policy Acceptance/Reject (highlighted with a blue box and arrow), 2. Policy Issuance, 3. Premium Remittance, and 4. Completed. The main content area is titled 'Policy Details' and is divided into two columns. The left column, 'Cash Before Cover', lists policy details such as Local Insured Name, Territory, Line of Business, Policy Limit, Inception Date, NP Instruction Received Date, Method of Payment, and Client / Broker Review. The right column, 'NP Assignment Name', lists details such as Account Name, Producing Country - Office, Request Type, Gross Premium, Expiration Date, Omega Request Id, and Latest Rejection Date. Below the details are three buttons: 'NPPRF Form', 'Download & Upload Docs', and 'ACCEPT REJECT'. A 'CLOSE' button is located at the bottom left. Blue arrows and boxes highlight the 'NPPRF Form' and 'ACCEPT REJECT' buttons, and the 'CLOSE' button. The AIG logo is in the bottom left corner.

Cash Before Cover		NP Assignment Name:		NP Name: Network Partner	
Local Insured Name:	Local Insured Name	Account Name:	Account Name		
Territory:	Territory1	Producing Country - Office:	United States-Houston - Chartis Intl		
Line of Business:	Energy And Engineered Risk-Alt Energy-Oil & Petro	Request Type:	New		
Policy Limit:	16,741,962,000 AOA	Gross Premium:	10,877,987 AOA		
Inception Date:	01 Jun 2017	Expiration Date:	01 Jun 2018		
NP Instruction Received Date:	05 Jul 2017	Omega Request Id:	R-001.A11IT200000		
Method of Payment:	NP Local Collect	Latest Rejection Date:			
Client / Broker Review	Open Closed 0 0				

Review forms terms & conditions, financial calculations and supporting schedules

Click on NPPRF button to view and download placement details

Click Download & Upload Docs and retrieve any attachments

If placement details and financials are ok, click Accept policy

If changes are required to the Terms & Conditions or Financials on the NPPRF, click Reject, select rejection reason, attach support and submit

Click CLOSE to leave page with no action taken

Network Partner Policy Request Form



Welcome demo4 user4
Demo Np Group
Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

FINAL BIND - NETWORK PARTNER POLICY REQUEST FORM

General Details

Country for Policy Issuance:	Territory7	Bind Date:	20 Apr 2017
Account Name:	Account Name	Request Type:	Endorsement
Local Policy Inception Date(DD/MM/YYYY):	20 Apr 2017	OMeGA Reference:	R-196A00D1901000
Local Policy Expiration Date(DD/MM/YYYY):	20 Apr 2018	Line of Business:	Commercial Property-Manufacturing
Network Partner Insurer Name:	Network Partner	Endorsement Reason:	Change In Valueslimits, Sublimits, Deductibles
AIG Producing Office Country:	Taiwan-Aig-Taiwan Ins Co	AIG NPP Relationship Manager Contact:	matthew.clarke@aig.com

Local Contact Details

Local Insured Legal Entity Name:	Local Insured Name		
Local Insured Address:	The Insured Address		
Local Insured Contact Name:	The Insured Contact	Local Insured Email Address:	The Insured Email
Local Insured's Business Description:	Motor Vehicle Parts & Acces		
Local Insured Tel. Number:	+381 62 4496 259		
Local Broker Legal Entity Name:	The Broker	Local Broker Email Address:	The Insured Email
Local Broker Contact Name:	The Broker Contact	Local Broker Tel. Number:	The Broker Phone
Local Broker Address:	The Broker Address		
Additional Local Named Insured Information:			

Local Policy Details

Policy Wording Type e.g. good local standard OR manuscript:	Standard Policy
Local Policy Issuance Currency:	EUR-Euro
Local Policy Limit (Local Currency):	EUR 54,819,187
Local Policy Deductible (Local Currency):	Please refer to Appendix 1
Local Policy Aggregate:	
Basis of Cover e.g. claims made / occurrence:	
Territorial Scope e.g. worldwide excl. USA / Canada:	See special instructions
Policy Delivery - to whom? Local Broker or Local Client:	Local Insured & Copy to NPPdocuments@aig.com
Master Program Currency:	USD - United States Dollar
Specific Local Policy exclusions:	
Any other specific coverage information:	
Endorsement Special Instructions:	

NPPRF report to view and download pdf containing placement Terms & Conditions for review for policy acceptance

Acceptance

AIG MN Xchange Welcome demo4 user4
Demo Np Group
Logout

Home Premium Bordereau Claim Submissions Forms Contacts Performance Indicator

① Policy Acceptance/Reject ② Policy Issuance ③ Premium Remittance ④ Completed

Policy Details

Cash Before Cover

Local Insured Name: Local Insured Name
Territory: Territory1
Line of Business: Energy And Engineered Risk-Alt
Energy-Oil & Petro
Policy Limit: 16,741,962,000 AOA
Inception Date: 01 Jun 2017
NP Instruction Received Date: 05 Jul 2017
Method of Payment: NP Local Collect
Client / Broker Review: Open 0 Closed 0

NP Assignment Name:

Account Name: Account Name
Producing Country - Office: United States-Houston - Chartis Intl
Request Type: New
Gross Premium: 10,873,987 AOA
Expiration Date: 01 Jun 2018
Omega Request Id: R-001A11IT200000
Latest Rejection Date:

NP Name: Network Partner

[NPPR Form](#)

Download & Upload Docs

CLOSE

ACCEPT REJECT

If placement Terms & Conditions and financials are all correct, click Accept policy.

Any open client broker review pending items need to have an end date to close before clicking acceptance.

Policy Acceptance Confirmation

Please confirm you would like to Accept policy request?

CANCEL

OK

Click ok to Accept Placement

Click Cancel *not* to Accept Policy and close screen

Policy Rejection Reason

Policy Reject Reason

- Premium / Remittance calculation not accurate
- Local Insured / Broker unaware or Non Acceptance of Coverage
- Missing / Unsigned AIG Facultative Certificate
- Coverage indicated not provided locally

Additional Comments:

Upload Document

Document Name	Document Type	Document Sub-Type	Action
<input type="text"/>	Select ▼	Select ▼	

CANCEL **SUBMIT**

If the Terms and Conditions or Financials are not correct select Reject reason and add comments

Scroll to see other reasons for the rejection and choose the reason(s) that apply.

Use "Other" only when none of the others apply

Add comments to provide detail for the rejection

Upload support document only if required for additional detail

Click SUBMIT to save and send notification message to AIG contact

Click CANCEL to exit screen without changes taking effect and return to prior screen

Open/Close Pending Client/Broker review

Client / Broker review allows the Network partner to notify AIG that there is information pending from either the Client or Broker before they can accept the placement.

① Policy Acceptance/Reject ② Policy Issuance ③ Premium Remittance ④ Completed

Policy Details

Local Insured Name:	Local Insured Name	Account Name:	Account Name
Territory:	Territory12	Producing Country - Office:	Belgium-AIG Europe Ltd - Belgium Br
Line of Business:	Casualty-General Liability	Request Type:	Renewal-72001880
Policy Limit:		Gross Premium:	
Inception Date:	01 Jan 2016	Expiration Date:	31 Dec 2016
NP Instruction Received Date:	19 Jan 2016	Omega Request Id:	R-020A04H0800000
Method of Payment:	NP Local Collect	Latest Rejection Date:	
Client / Broker Review	Open 0		
	Closed 0		

[NPPR Form](#) [Download & Upload Docs](#)

CLOSE **ACCEPT** **REJECT**

Click Client/Broker Review link to notify AIG of pending issues.

- Client/Broker is reviewing before acceptance
- KYC/AML documents are missing

Client/Broker Pending Review

Client / Broker Review

Portal Status	Review Reason	Review Start Date	Review End Date	Comments
New	<div style="border: 1px solid black; padding: 2px;">Select Terms & Conditions Review KYC / AML Forms Other</div>	<input type="text"/>	<input type="text"/>	<input type="text" value="Maximum Character Limit 500"/>

To open a Pending review
Click on the “Add New”
button and enter the
review reason, start date
(when they contacted the
local client or broker) and
comments as required.

Click the save button to
save the comment and
trigger the email to notify
AIG

Click drop down menu to
select review reason

The start date of “New”
Client / Broker review
must be after the NP
instruction received date

Client / Broker review item
must enter “Review End
Date” before acceptance,
rejection or policy issuance
can be completed. End
date can not be future
dated.

Multiple Client/Broker
review items may be
opened for the same
transaction as required but
only one may be open at a
time for the same reason

3. Policy Issuance

Home Dashboard – Update Policy Document Information

Program Year: Selected Multiple +
 Territory: Selected Multiple +
 Account Name: All
 Local Insured Name: All
 Policy Number: All
 OMeGA Request ID: All

Default View Advanced Search **SEARCH**

Current Selection	
Program Year: 2019,2018,2017	Territory: All
Account Name: All	Local Insured Name: All
Policy Number: All	OMeGA Request ID: All

Request Summary					Renewal Summary	
Request Status	# of Days Since Instruction Received			Open Escalations	Days Until Expiration	Renewal Count
	0-3	4-15	>15			
New (3)	0	3	0	NA	180-121	25
Rejected (26)	0	11	15	NA	120-91	10
Issue Policy (62)	0	12	30	8	90-61	21
Remit Premium (57)	0	0	57	1	60-31	5
Action Required Total (122)	0	15	107	9	30-0	8
AIG Remit Premium (13)	0	0	13	0	(1)-(30)	70
Complete (561)	57	15	489	1	(31)-(90)	14
Cancelled (56)	0	0	56	NA	All	153
Total (778)	57	41	680	10		

New Request Status
Show 10

	Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment	Request Type	Policy Limit	Gross Premium
<input type="checkbox"/>	Territory7	14	Local Insured Name	Account Name	Commercial Property-Manufacturing	990000025546	R-196A00DI901000	20 Apr 2017	No	NP Local Collect	Endorsement	54,819,187	41,431
<input type="checkbox"/>	Territory7	9	Local Insured Name	Account Name	A&B-Bia Travel Incl. Group		R-110A07WQ800000	Jun 2019	No	NP Local Collect	Renewal	485,150	0,900
<input type="checkbox"/>	Territory8	8	Local Insured Name	Account Name	Casualty-General Liability		R-007A08LY000000	01 Jan 2019	No	NP Local Collect	Renewal	1,000,000	2,500

Click Issue Policy Detail Tab or Click Issue Policy in Dashboard to action

Bottom chart refreshes with Policies pending issuance

Click OMeGA ID to attach policy and insured invoice documents

Issue Policy Detail Tab

Tracks summary of policy issuance by action and definition

Changes in the status of the policy documents which are uploaded in MN Xchange will automatically move the transaction to the correct sub-workbasket.

Sub work baskets statuses/ grouping:

- Pending Draft Policy - partner to upload a draft or final policy document
- Pending AIG Review - pending AIG to review and approve the policy
- Pending Issuance - Pending issuance date in Xchange for a policy that is already approved (marked "Final") by AIG
- Pending Client/Broker Review – missing information from the Client or local broker including KYC or AML documents or local Broker or client approval of the policy

Current Selection

Program Year:	2019,2018,2017	Territory:	All
Account Name:	All	Local Insured Name:	All
Policy Number:	All	OMeGA Request ID:	All

Request Summary	New Detail	Issue Policy Detail
Request Status		# of Days Since Instruction Received
		0-3 4-15 >15
Action Required		
Pending Draft Policy (35)		0 0 35
Pending AIG Review (12)		0 0 12
Pending Issuance (4)		0 0 4
Pending Client / Broker Review (13)		0 0 13
NP Action Required Total (64)		0 0 64

Renewal Summary

Days Until Expiration	Renewal Count
180-121	24
120-91	7
90-61	13
60-31	22
30-0	5
(1)-(-30)	8
(31)-(-90)	73
All	152



Policy Issuance – Action Screen

Policy issuance workflow screen appears once **Policy Accept** button is updated. The dates can be entered at different times.

Enter policy # and upload policy document to “Policy” document type and subtype “Policy” or “Policy including invoice”

Enter remittance date from Insured to NP. CBC entities are required to enter this date before issuing the policy

Enter Policy Number

Enter Insured Premium Invoice Date

Click to open Client/ Broker Review to notify AIG of reason policy issuance is delayed

Policy Details

NP Assignment Name:		NP Name: Network Partner	
Local Insured Name:	Local Insured Name	Account Name:	Account Name
Territory:	Territory3	Producing Country - Office:	Italy-AIG Europe - Br Italy
Line of Business:	Casualty-General Liability	Request Type:	New
Policy Limit:	1,000,000 EUR	Gross Premium:	2,500 EUR
Inception Date:	26 Jul 2018	Expiration Date:	26 Jul 2019
NP Instruction Received Date:	16 Nov 2018	OMeGA Request ID:	R-007A0BE0200000
Method of Payment:	NP Local Collect	Policy Issuance Date:	<input type="text"/>
Remittance Date From Insured to NP:	<input type="text"/>		
Policy Number:	<input type="text"/>		
Insured Premium Invoice Date:	<input type="text"/>		
Client / Broker Review	Open 1	Closed 0	

[NPPR Form](#)

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CLOSE

SUBMIT SUBMIT CLAIMS ESCALATION

Policy Issuance – Uploads and Downloads

Uploads & Downloads

Upload Forms

Document Name	Document Type	Document Sub-Type	Action
<input style="width: 90%;" type="text"/>	Select ▼	Select ▼	

SUBMIT

Uploaded Documents

Document Name	Document Type	Document Sub-Type	Upload Date	Actions	Document Review Status	Comments	Attached Details
Policy 2 document 2017	Policy	Policy Including Invoice	27 Jul 2017				
Policy 1 document 2017	Policy	Policy	27 Jul 2017				

Policy Acceptance/Reject

2 Policy Issuance

3 Premium Remittance

4 Completed

Policy Details

NP Assignment Name:

Local Insured Name: Willis Corredores De Reaseguros Sa

NP Name: Network Partner

Account Name: Willis International Limited

Document(s) pending for approval

Network Partner uploads all required policy documents

Document type :Policy
 Document subtype: Policy AND
 Document type: Financial
 Document sub-type: Invoice

OR
 Document type :Policy
 Document subtype: Policy including invoice

Policy details page shows message “Document(s) pending for approval”

Once documents are uploaded, an email is triggered to AIG notifying that the policy is available.

Issue Policy status – Client/Broker review

Client / Broker Review

Portal Status	Review Reason	Review Start Date	Review End Date	Comments
Issue Policy	Select			Maximum Character Limit 500
Issue Policy	Policy Document Review KYC / AML Forms Other			Client is reviewing policy
New	KYC / AML Forms	08 Nov 2017	14 Nov 2017	Maximum Character Limit 500
New	Terms & Conditions Review	08 Nov 2017	14 Nov 2017	Maximum Character Limit 500

CLOSE

SAVE

ADD NEW

Click on the “Add New” button and enter the review reason, start date (when they contacted the local client or broker) and comments as required.

Click the save button to save the comment and trigger the email to notify AIG

Click drop down menu to see Review Reason choices for Issue policy status

Comments are required if Other is chosen

The start date must be between NP acceptance date and current date

Close Client/ Broker review by entering the review end date. Must be closed before policy issuance is submitted

Policy Issuance – Action Screen

The Invoice issuance date, policy number and Insured payment date (for CBC) need to be entered prior to submitting the policy issuance date.

Any open Client / Broker review must be closed before issuance is submitted

The Policy Issuance date field should be entered.

Click **SUBMIT** when Policy documents are Final and policy has been issued to the insured.

Escalation – provided notification to AIG to of issues when urgent action is required from AIG or the client.

Notification email is sent to AIG when an escalation is submitted

Click **CLOSE** to leave page with no further action taken

AIG MN Xchange Welcome demo9 user9
Demo Np Group
Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

Policy Acceptance/Reject Policy Issuance Premium Remittance Completed

Policy Details

NP Assignment Name:

Local Insured Name:	Local Insured Name	NP Name:	Network Partner
Territory:	Territory3	Account Name:	Account Name
Line of Business:	Casualty-General Liability	Producing Country - Office:	Italy-AIG Europe - Br Italy
Policy Limit:	1,000,000 EUR	Request Type:	New
Inception Date:	26 Jul 2018	Gross Premium:	2,500 EUR
NP Instruction Received Date:	16 Nov 2018	Expiration Date:	26 Jul 2019
Method of Payment:	NP Local Collect	OMeGA Request ID:	R-007A03E0200000
Remittance Date From Insured to NP:	<input type="text"/>	Policy Issuance Date:	<input type="text"/>
Policy Number:	<input type="text"/>		
Insured Premium Invoice Date:	<input type="text"/>		
Client / Broker Review	Open: 1, Closed: 0		

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CLOSE **SUBMIT** **SUBMIT CLAIMS** **ESCALATION**

AIG

Policy Issuance – Uploads and Downloads

Email is sent from AIG when the policy document is marked Final or if there is a revision required

Network partner may add additional policy documents if required which will follow the same approval steps until all documents for this placement are marked "Final"

Network Partner user will see documents marked "Final"

If all documents for this placement are marked "Final" Network partner user clicks "Close" to return to policy details page.

Once the policy issue date is entered, no additional policy documents can be uploaded. If there is any change required on the policy documents – notify your AIG contacts

Uploads & Downloads

Upload Forms

Document Name	Document Type	Document Sub-Type	Action
<input type="text"/>	Select <input type="button" value="v"/>	Select <input type="button" value="v"/>	<input type="button" value="Upload"/>

Uploaded Documents

Document Name	Document Type	Document Sub-Type	Upload Date	Actions	Document Review Status	Comments	Attached Details
Test policy 2 revised	Policy	Policy	28 Jul 2017	<input type="button" value="Download"/>	Final Document <input type="button" value="v"/>	<input type="text"/>	
Test Policy for UAT2	Policy	Policy	28 Jul 2017	<input type="button" value="Download"/>	Final Document <input type="button" value="v"/>	<input type="text"/>	
Test policy for UAT	Policy	Policy	28 Jul 2017	<input type="button" value="Download"/>	Rejected Draft <input type="button" value="v"/>	Revised per your request <input type="button" value="View"/>	<input type="button" value="Download"/>
Test policy 2	Policy	Policy	28 Jul 2017	<input type="button" value="Download"/>	Approved Draft <input type="button" value="v"/>	Please provide final docu <input type="button" value="View"/>	
Policy test1	Policy	Policy	28 Jul 2017	<input type="button" value="Download"/>	Rejected Draft <input type="button" value="v"/>	This document isn't requir <input type="button" value="View"/>	<input type="button" value="Download"/>
Test Invoice	Financial	Premium Invoice	28 Jul 2017	<input type="button" value="Download"/>			

Open Escalation



Welcome UAT1 MNX
ASSA
Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

Escalation

OMeGA ID R-039A05Q8700000

Escalation History

ADD NEW

Escalation ID	Escalation Reason(s)	Escalation Comments	Escalation Open Date	Escalation Closed Date
No Data Available				

Click on ADD NEW to open New Escalation

CLOSE

Escalation

OMeGA ID: R-007A09DI900000

Escalation History

ADD NEW

Escalation ID	Escalation Reason(s)	Escalation Comments	Escalation Open Date	Escalation Closed Date
ESC1001097	Payment Outstanding from AIG	NP: sdvdsdsvdfsvfdsvvc	09 Jan 2019	

Click on Escalation ID to review/close or add comments to an existing escalation.



Choose Escalation – Reason

Escalate pending issues to AIG to expedite issues

New Escalation Request

OMeGA ID: I R-039A05Q8700000

Escalation Reasons

- Pre Issuance Documents from Client are Missing
- Missing / Incorrect Supplemental Instructions from AIG
- Client Unaware or Non-Acceptance of Coverage
- Current Year Premium Outstanding from Client
- Prior Year Premium Outstanding from Client
- Payment Outstanding from AIG
- Awaiting Policy Approval from Client / Broker
- Awaiting Draft Policy Approval from AIG
- Renewal Information for Expiring Policy Year not Received

Escalation Open Date:

Escalation Close Date:

02 Aug 2018

Document Upload

+ Add New Document

Document Name	Document Type	Document Sub-Type	Action	Uploaded Documents	Delete
<input type="text" value="Document Name"/>	Select	Select			

CLOSE

SUBMIT



Choose Escalation Reasons. You can choose more than one reason from the list.

Add comments. If a cancellation is requested, that should be entered in the comments section

Escalation open date is auto populated

Upload Documents if necessary. Document type and document sub-type are available in the dropdown menu

Click Submit. Email Sent to AIG to review escalation

4. Premium Remittance

Home Dashboard – Update Premium Remittance

Navigation: Home | Premium Bordereau | Claim Submissions | Reporting | Forms | Resource Center

Search Filters: Program: Premium Remittance | Territory: Selected Multiple | Account Name: All | Local Insured Name: All

Current Selection: Program Year: 2019,2018,2017 | Account Name: All | Territory: All | Local Insured Name: All | Policy Number: All

Request Summary Table:

Request Status	# of Days Since Instruction Received			Open Escalations	# of Claims Open
	0-3	4-15	>15		
Action Required					
New (3)	0	3	0	NA	NA
Rejected (26)	0	11	15	NA	NA
Issue Policy (62)	0	12	50	8	NA
Remit Premium (57)	0	0	57	1	NA
Action Required Total (122)	0	15	107	9	NA
AIG Remit Premium (13)	0	0	13	0	NA
Complete (561)	57	15	489	1	NA
Cancelled (56)	0	0	56	NA	NA
Total (778)	57	41	680	10	NA

Renewal Summary Table:

Days Until Expiration	Renewal Count
180-121	25
120-91	10
90-61	21
60-31	5
30-0	8
(1)-(-30)	70
(31)-(-90)	14
All	153

New Request Status Table:

Territory	Days Since Instruction Received	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Cash Before Cover	Method of Payment	Request Type	Policy Limit	Gross Premium
Territory7	14	Local Insured Name	Account Name	Commercial Property-Manufacturing	990000025546	R-196A00DI901000	20 Apr 2017	No	NP Local Collect	Endorsement	54,819,187	41,431
Territory7	9	Local Insured Name	Account Name	A&B-Bia Travel Incl. Group		R-110A07WQ800000	01 Jan 2019	No	NP Local Collect	Renewal	485,150	3,620
Territory8	8	Local Insured Name	Account Name	Casualty-General Liability		R-007A08LY000000	01 Jan 2019	No	NP Local Collect	Renewal	1,000,000	2,500

Click Premium Bordereau link to provide payment information.

Premium Monthly report is not available at this time

Click Remit Premium to show transactions pending payment.

Bottom chart refreshes with Pending Remit Premium transactions

Click OMeGA ID to review placement details

Premium Bordereau – Remittance Entry

Enter Remittance detail

AIG MN Xchange Welcome, demo4 user, Demo Np Group, Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

Program Year: Selected Multiple + Territory: Selected Multiple + Account Name: All Local Insured Name: All

Policy Number: All OMeGA Request ID: All AIG RI Legal Entity Name: Selected Multiple + Remittance ID:

Remittance Date From: Remittance Date To: Remittance Currency-NP to AIG: +

Default View **SEARCH**

Current Selection

Program Year:	2019,2018,2017	Territory:	All
Account Name:	All	Local Insured Name:	All
Policy Number:	All	OMeGA Request ID:	All
AIG RI Legal Entity Name:	All	Remittance ID:	
Remittance Date From:		Remittance Date To:	
Remittance Currency-NP to AIG:			

Remittance **Payment History**

NP Balances Due To AIG Export All

Show 10 Outstanding

	Previous Payments	Territory	Local Insured Name	Policy Number	OMeGA ID	AIG RI Legal Entity Name	Days Since Instruction Received	Cash Before Cover	Method of Payment	Policy Inception Date	Local Collection Currency	Gross Prn Writt
<input type="checkbox"/>	NA	Territory3	Local Insured Name	2330022947	R-114A03VW100000		511	No	NP Local Collect	01 Jan 2017	EUR	
<input type="checkbox"/>	NA	Territory7	Local Insured Name	990000023408	R-021A0DJA300000	AIG Europe Limited (AEL)	434	No	NP Local Collect	01 Jan 2017	EUR	
<input type="checkbox"/>	View	Territory7	Local Insured Name	990000021670	R-144A02MK300000		380	No	NP Local Collect	01 Apr 2017	USD	
<input type="checkbox"/>	View	Territory7	Local Insured Name	990000025160	R-007A091M300000	AIG Europe Limited (AEL)	384	No	NP Local Collect	20 Aug 2017	EUR	
<input type="checkbox"/>	View	Territory5	Local Insured Name	9990000066495	R-001A15ZA500000	National Union Fire Insurance Company (NUFIC) (member of the Association)	285	No	NP Local Collect	01 Jan 2018	USD	

Showing 1 to 10 of 290 entries

Go to page 1

UPDATE

Enter remittance to AIG to improved accuracy for tracking and timely payment of claims and client Captive. Remittances should be submitted as one remittance id (group) for each payment made to AIG.

Shows current filters for easier selection of transactions

Remittance tab defaults to Outstanding transactions.

Green highlighting identifies saved but not submitted transactions

To enter remittance to AIG, click boxes to choose all transactions sent to the bank in one payment. Transactions can be chosen from all outstanding items

Click Update button to enter payments

Premium Bordereau – Remittance

Enter Remittance detail or search for payments

AIG MN Xchange Welcome, demo4 user, Demo Np Group, Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

Program Year: Selected Multiple + Territory: Selected Multiple + Account Name: All Local Insured Name: All

Policy Number: All OMeGA Request ID: All AIG RI Legal Entity Name: Selected Multiple + Remittance ID:

Remittance Date From: [calendar icon] Remittance Date To: [calendar icon] Remittance Currency-NP to AIG: +

[Default View](#) [SEARCH](#)

Current Selection

Program Year: 2019,2018,2017 Territory: All

Account Name: All Local Insured Name: All

Policy Number: All OMeGA Request ID: All

AIG RI Legal Entity Name: All Remittance ID:

Remittance Date From: Remittance Date To:

Remittance Currency-NP to AIG:

Remittance | [Payment History](#)

NP Balances Due To AIG [Export All](#)

Show: 10 | Outstanding

<input type="checkbox"/>	← Previous Payments	Territory	Local Insured Name	Policy Number	OMeGA ID	AIG RI Legal Entity Name	Days Since Instruction Received	Cash before Cover	Method of Payment	Policy inception Date	Local Collection Currency	Gross Pr Write
<input type="checkbox"/>	NA	Territory3	Local Insured Name	2330022947	R-114A03VW100000		511	No	NP Local Collect	01 Jan 2017	EUR	
<input type="checkbox"/>	NA	Territory7	Local Insured Name	990000023408	R-021A0DJAS00000	AIG Europe Limited (AEL)	434	No	NP Local Collect	01 Jan 2017	EUR	
<input type="checkbox"/>	View	Territory7	Local Insured Name	990000021670	R-144A02MK300000		380	No	NP Local Collect	01 Apr 2017	USD	
<input type="checkbox"/>	NA	Territory7	Local Insured Name	990000025150	R-007A091M300000	AIG Europe Limited (AEL)	286	No	NP Local Collect	30 Sep 2017	EUR	
<input type="checkbox"/>	View	Territory5	Local Insured Name	990000064485	R-001A157A500000	National Union Fire Insurance Company (NUFIC) (member of the Association)	285	No	NP Local Collect	01 Jan 2018	USD	

Showing 1 to 10 of 290 entries Go to page 1 [UPDATE](#)

Multiple installment or partial payments can be entered when paid

- Add transactions for multiple payment dates from the Insured to NP
- Enter multiple payment dates and amounts from NP to AIG
- “View” Link to see previous payments in premium remittance and advanced search screens
- Xchange calculates paid to date and remaining net exportable balance in collection currency

Remittance tab defaults to Outstanding transactions. Click arrow to see All payments

Click box to choose all transactions. Then Export All for excel report

Previous payments link allows view of installment payments that have been entered

Enter Remittance Details

Enter Remittance Details

<input type="checkbox"/>	Previous Payments	Local Insured Name	Policy Number	OMeGA ID	AIG RI Legal Entity Name	Policy Inception Date	Local Collection Currency	Net Exportable Reinsurance Premium (Amount Due to AIG)	Paid to Date	Remaining Net Exportable
<input type="checkbox"/>	View	Local Insured Name	990000021670	R-144A02MK300000		01 Apr 2017	USD	7,107		7,
<input type="checkbox"/>	View	Local Insured Name	OD40101779806	R-021A0GUP000000	AIG Europe Limited (AEL)	01 Apr 2018	EUR	1,625		1,
<input type="checkbox"/>	View	Local Insured Name	9990000066495	R-001A15ZA500000	National Union Fire Insurance Company (NUFIC) (member of the Association)	01 Jan 2018	USD	3,962		3,

Payment group should include all transactions that were paid in one remittance. This will assist with tracking and cash application. Reporting is now available for this group remittances in the History tab

REMOVE – Click box to remove a transaction from the payment group

SUBMIT – Click OK to confirm to submit remittance

SAVE – Remittance details will only be saved but not submitted and remittance group can be reopened by choosing one of the Omega IDs

CLOSE

REMOVE SAVE SUBMIT

Enter Remittance Details

Enter Remittance Details

Remaining Net Exportable	Remittance Date from Insured to NP	Remittance Date from NP to AIG	Remittance Currency from NP to AIG	Remittance Amount from NP to AIG	Final Payment from NP?	Insured Premium Invoice Date	Upload Client Invoice Document	Upload Bank Remittance Document	Comments
320,417	29 Jan 2018		CZK	Enter amount	No	01 Nov 2017	Sto_503300...		Comment
32,898			CZK	Enter amount	No	16 Nov 2017	FedderalExp...		Comment

Enter:

- Remit Date from Insured to NP
- Remit Date from NP To AIG
- Remit currency from NP to AIG – this automatically defaults to collection currency for the transaction
- Remit Amount from NP to AIG

If missing, enter:

- Insured Premium Invoice Date
- Client Invoice Document

Upload Bank Remittance Document and detail of OMeGA Ids paid. Documents will automatically copy to all transactions for the remittance.

Final Payment from NP will default to “Yes” if remittance amount is within \$25 of balance due. Enter a comment and change the automatic flag to “No” before clicking “submit” if another payment is to be sent

Premium Remittance

Welcome demo4 user4
Demo Np Group
Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

Policy Acceptance/Reject Policy Issuance **3 Premium Remittance** 4 Completed

Policy Details

NP Assignment Name: NP Name: Network Partner

Local Insured Name:	Local Insured Name	Account Name:	Account Name
Territory:	Territory3	Producing Country - Office:	Denmark-AIG Europe Ltd UK - Denmark Br
Line of Business:	Financial Lines-Maj/Mgt Liab Coml Inst	Request Type:	New
Policy Limit:	9,406,169 EUR	Gross Premium:	2,354 EUR
Inception Date:	01 Jan 2017	Expiration Date:	01 Jan 2018
NP Instruction Received Date:	24 Jan 2017	OMeGA Request ID:	R-114A03VW100000
Method of Payment:	NP Local Collect	Policy Issuance Date:	06 Mar 2017
Policy Number:	2330022947		
Insured Premium Invoice Date:	17 Feb 2017		
Client / Broker Review	Open 0 Closed 0		

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ENTER PREMIUM REMITTANCE **SUBMIT CLAIMS** **ESCALATION**

CLOSE

Premium Remittance screen can also be accessed using the link on the policy detail screen.

Workflow moves to this Policy Issuance is completed

If the payment is only for one transaction, use this link to enter Remittance

Click to enter Premium Remittance - enter premium collection and remittance information

Premium Bordereau – Payment History

AIG MN Xchange
Welcome demo user
Demo Np Group
Logout

[Home](#)
[Premium Bordereau](#)
[Claim Submissions](#)
[Reporting](#)
[Forms](#)
[Resource Center](#)

Program Year: Selected Multiple +
Territory: Selected Multiple +
Account Name: All
Local Insured Name: All

Policy Number: All
OMeGA Request ID: All
AIG RI Legal Entity Name: Selected Multiple +
Remittance ID: All

Remittance Date From:
Remittance Date To:
Remittance Currency-NP to AIG: Selected Multiple +

[Default View](#) [SEARCH](#)

Current Selection

Program Year:	2019,2018,2017	Territory:	All
Account Name:	All	Local Insured Name:	All
Policy Number:	All	OMeGA Request ID:	All
AIG RI Legal Entity Name:	All	Remittance ID:	All
Remittance Date From:		Remittance Date To:	
Remittance Currency-NP to AIG:	All		

Remittance **Payment History**

Payment Summary

Show: 10

[Export All](#)

Remittance ID	Date Submitted	Remittance Currency from NP to AIG
PM0000039563	17 Dec 2018	EUR
PM0000039562	17 Dec 2018	EUR
PM0000039560	17 Dec 2018	EUR
PC0000039559	17 Dec 2018	EUR
PM0000039558	17 Dec 2018	EUR
PM0000039557	17 Dec 2018	EUR
PM0000039556	17 Dec 2018	EUR
PM0000039555	17 Dec 2018	EUR
PM0000039554	17 Dec 2018	EUR
PM0000039553	17 Dec 2018	EUR

Showing 1 to 10 of 556 entries

Go to page: 1

Payment History tracks total payment and date that each payment was submitted in MN Xchange by submission

Additional filters for date payment information was entered in Xchange

Export All excel report provides detail of all payment transactions for each OMeGA ID

Remittance IDs are created for each submitted transaction:

- PMxxxxx – NP payment to AIG entered in MN Xchange
- PCxxxxx – Insured payment to NP
- PSxxxxx – NP to AIG payments adjusted by AIG –
- PHxxxxx – Historical payments entered prior to 15 Dec 2018

5. Policy Completion

Policy completion

AIG MN Exchange Welcome demo4 user4
Demo Np Group
Logout

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

✓ Policy Acceptance/Reject ✓ Policy Issuance ✓ Premium Remittance **✓ Completed**

Policy Details

NP Assignment Name:		NP Name: Network Partner	
Local Insured Name:	Local Insured Name	Account Name:	Account Name
Territory:	Territory8	Producing Country - Office:	Germany-AIG Europe Ltd - Germany Br
Line of Business:	Energy Casualty-General Liability	Request Type:	Renewal-0331009306
Policy Limit:	5,000,000 EUR	Gross Premium:	3,433 EUR
Inception Date:	01 Jan 2017	Expiration Date:	01 Jan 2018
NP Instruction Received Date:	12 Jan 2016	OMeGA Request ID:	R-021A0CC3800000
Method of Payment:	NP Local Collect	Policy Issuance Date:	15 Feb 2017
Policy Number:	0331009306 ✓	Remittance Amount From AIG to NP:	
Insured Premium Invoice Date:	24 Jan 2017	Remittance Date From Insured to NP:	10 Mar 2017
Remittance Amount From NP to AIG:	1,082 EUR		
Remittance Date From NP to AIG:	14 Apr 2017		
Client / Broker Review	Open: 0, Closed: 0		

Screen appears once Premium Remittance is updated

All policy acceptance, issuance and remittance actions are complete

If further action is required, use Escalation button or notify your AIG contacts

Escalation – Allows NPs to notify AIG of major issues when urgent action is required.

Notification email is sent to AIG when an escalation is submitted

[NPPR Form](#)

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SUBMIT CLAIMS **ESCALATION**

Submit Claims for direct access to the claims menu

CLOSE



6. Claims Submission

Claims Submission – First Notice of Loss Document


Welcome demo4 user4
Demo Np Group
Logout

[Home](#)
[Premium Bordereau](#)
[Claim Submissions](#)
[Reporting](#)
[Forms](#)
[Resource Center](#)

Program Year: Selected Multiple +
 Local Insured Name: Local Insured Name
 Policy Number: All
 OMeGA Request ID: All

Claims Document ID: Claims Document ID
 Batch ID: Batch ID

[Default View](#)
[SEARCH](#)

Select Claim Submissions

[Submitted Claims](#)
[Work in Progress Claims](#)
[Submit New Claim](#)
[View Claims bulletin](#)

Select an option

Show 10

Export | Export All

	Batch ID	Submitted Date	Claims Document ID	Local Insured Name	Line of Business	Claimant Name	Date of Loss	Policy Number	Inception Date	Expiration Date	Territory
<input type="checkbox"/>	8010952-0004	10 Jan 2019	103395	Local Insured Name	Casualty-General Liability	Damian	09 Jan 2019	990007047256	01 Jan 2019	31 Dec 2019	Territory4
<input type="checkbox"/>	8010952-0003	10 Jan 2019	103394	Local Insured Name	Casualty-General Liability	Damian	09 Jan 2019	990007047256	01 Jan 2019	31 Dec 2019	Territory4
<input type="checkbox"/>	8010952-0002	10 Jan 2019	103393	Local Insured Name	Casualty-General Liability	Damian	09 Jan 2019	990007047256	01 Jan 2019	31 Dec 2019	Territory4
<input type="checkbox"/>		08 Jan 2019	103389	Local Insured Name	Casualty-General Liability	Dfbfadb	10 Dec 2018	0331022819	01 Jan 2017	31 Dec 2017	Territory4
<input type="checkbox"/>		31 Dec 2018	103350	Local Insured Name	Casualty-General Liability	Big Bang D.O.O.	04 May 2018	OD40101867619	01 Jan 2018	31 Dec 2018	Territory8
<input type="checkbox"/>		21 Dec 2018	103274	Local Insured Name	Casualty-General Liability	Jakajauh	10 Dec 2018	OD40101774472	01 Dec 2017	30 Jun 2018	Territory8
<input type="checkbox"/>		18 Dec 2018	103246	Local Insured Name	Marine-Cargo	Dhl Global Forwarding	10 Aug 2018	990000028004	01 May 2018	31 Dec 2018	Territory7

Showing 1 to 10 of 34 entries

Go to page 1



Claims Submission – Select Policy

Submitted Claims Work in Progress Claims **Submit New Claim**

Select a policy below, then click "Submit New Claim". This will populate the selected policy information in the new claim submission form. Or, if you cannot locate a policy below, you can click "Submit New Claim" and fill out the entire form.

Show 10

	OMeGA ID	Policy Number	Inception Date	Expiration Date	Line of Business	Local Insured Name	Account Name
<input checked="" type="radio"/>	R-410A112Q000000	123testrev	01 May 2017	30 Apr 2018	Casualty-Auto Casualty	Local Insured Name	Account Name
<input type="radio"/>	R-023A09OG100000	10647782	01 May 2017	01 May 2018	Financial Lines-Maj/Mgmt Liab Finl Inst	Local Insured Name	Account Name
<input type="radio"/>	R-056A02W1300000	1201- 532311testbb	01 May 2017	01 May 2018	Casualty-General Liability	Local Insured Name	Account Name
<input type="radio"/>	R-129A00UL501000	7440259 - 52256717	30 Apr 2017	30 Jun 2017	Casualty-General Liability	Local Insured Name	Account Name
<input type="radio"/>	F-001A0ZLT400000	528456	17 Apr 2017	17 Apr 2018	Casualty-General Liability-Retros	Local Insured Name	Account Name
<input type="radio"/>	R-001A0RZ6703000	14009662	08 Apr 2017	30 Apr 2017	Property-Property Other	Local Insured Name	Account Name
<input type="radio"/>	R-001A100N600000	1201-520368	01 Apr 2017	01 Apr 2018	Casualty-General Liability	Local Insured Name	Account Name
<input type="radio"/>	F-144A02LZ100000	1316604- 55589276	01 Apr 2017	01 Apr 2018	Financial Lines-Rm/Prof Liability	Local Insured Name	Account Name

Showing 1 to 10 of 486 entries

Go to page 1

SUBMIT NEW CLAIM

For new claim – select which policy / OMeGA ID claim relates to

Click Submit New Claim

Claims Submission – Complete FNOL

- 1 Policy Information
- 2 Loss Information
- 3 Documents
- 4 Review & Submit

Policy Information

All fields marked with an asterisk (*) are mandatory

Download Claims Bulletin 

AIG Line of Business	Casualty-General Liability
Name of AIG Reinsurance Company*	AIG UK Ltd
Policy Number <small>Confirm Policy # or edit as required.</small>	14080318 
AIG OMeGA Request Number	R-036A01XS701000
AIG Policy Period From	27 Jun 2017 
AIG Policy Period To	17 Nov 2017 
Total Limits of Liability	5,000,000 USD
AIG Share of Liability(%)	100
Name of Local Insured	Koricancha Joint Venture
Account Name	Anthem United Inc
Name of Network Partner Company	Network Partner
Network Partner Territory	Territory7
Coverage Confirmed Under Local Policy?*	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> TBD
Is this Claim Handled Under Delegated Authority?*	<input type="radio"/> YES <input type="radio"/> NO

Client Statistical Codes

Code 1(Location Code) 	
Code 2(Division Code) 	
Code 3(Department Code) 	
Code 4(Country Code) 	



CLOSE

NEXT

This link appears when there is a claims bulletin for the client account. Click to open and use the required codes that are found in the bulletin.

AIG company will prefill but can be edited if incorrect

Verify the policy number is correct. Use the pencil icon to edit if required

Policy and Client information automatically populated based on agreed terms & conditions on policy details

Complete remaining Local Policy and Delegated Authority fields

Complete Client Statistical Codes from Client claims bulletins

Claims Submission – Complete FNOL (continued)

AIG MN Xchange Welcome demo9 user9
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Home Premium Bordereau Claim Submissions Forms Contacts

1 Policy Information 2 **Loss Information** 3 Documents 4 Review & Submit

Loss Information

All fields marked with an asterisk (*) are mandatory

Description of Loss*

Network Partner Claim Number*

Claimant Name*

Name of Network Partner Adjuster*

Network Partner Adjuster E-mail*

Location of Loss - City*

Location of Loss - Region*

Location of Loss - Country*

Date of Loss*

Date of First Notice of Loss*

Initial Damage Estimate

Network Partner Reserve Information

Liability Position (Accepted/Denied/Under Investigation)*

TPA or Investigator Retained? YES NO

TPA Contact Information (Adjuster Name, E-mail, and Telephone)

Auto Information Exist? YES NO

Enter remaining claim fields.
All fields with * are required to be completed

If Auto information “yes” is selected, additional auto specific fields will open.

Claims Submission – Complete LND (continued)

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Policy Information Loss Information **3 Documents** 4 Review & Submit

Documents Claim Document ID:103061

All fields marked with an asterisk (*) are mandatory

The documents must be in the following formats - Word, PDF, JPEG, GIF, ZIP with combined maximum size of 10MB.

0/10MB

Your uploaded documents

Include Loss Background Information?	Include the First Page of Local Policy?	Loss Attachments	Include the first Page of the AIG Reinsurance Certificate?
UPLOAD	UPLOAD	UPLOAD	UPLOAD

Description of Loss Attachments

Additional Comments

BACK CLOSE SAVE NEXT

Upload documents as required. Documents will be sent to the claims team and are available in the OMeGA ID policy details

Click Back to revise any prior details

Click next to review and submit

Claims Submission – FNOL PDF

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Policy Information Loss Information Documents **4 Review & Submit**

Review & Submit | Claim Document ID:103061

Please review the information before you submit the claim.

Policy Information		EDIT		- Collapse	
AIG Line of Business	hfn	Name of AIG Reinsurance Company	fnm		
Policy Number	vbm	AIG Omega Request Number	nv		
AIG Policy Period From	26 Jul 2017	AIG Policy Period To	31 Jul 2017		
Total Limits of Liability	112,222	AIG Share of Liability(%)	12		
Name of Local Insured	vvn	Account Name	mhlv		
Name of Network Partner Company	Network Partner	Network Partner Territory	Territory2		
Coverage Confirmed Under Local Policy?	NO	Is this Claim Handled Under Delegated Authority?	NO		
Client Statistical Codes					
Code 1(Location Code)		Code 2(Division Code)			
Code 3(Department Code)		Code 4(Country Code)			

Loss Information		EDIT		- Collapse	
Network Partner Claim Number	12345	Claimant Name	xcvnm,b		
Name of Network Partner Adjuster	vbm	Network Partner Adjuster E-mail	chlab.ana@aig.com		
Location of Loss - City	new york	Location of Loss - Region	Americas		
Location of Loss - Country	U.S.A.	Date of First Notice of Loss	27 Jul 2017		
Date of Loss	26 Jul 2017	Initial Damage Estimate			
Network Partner Reserve Information		Liability Position (Accepted/Denied/Under Investigation)	Accepted		
TPA or Investigator Retained?	YES	TPA Contact Information (Adjuster Name, E-mail, and Telephone)	8325735366		
Description of Loss			dlkjld-vns		
Auto Information Exist?			NO		

Documents		EDIT		- Collapse	
Uploaded Attachments					
A. Include the first Page of the AIG Reinsurance Certificate?	B. Include Loss Background Information?	C. Include the First Page of Local Policy?	D. Loss Detail Attachments		
Description of Loss Attachments					
Additional Comments					

BACK Confirm Policy # or edit as required before submitting. **CLOSE** **SUBMIT**

Review details for accuracy to assist the AIG claims team and speed up claims processing and payment

Use the Edit buttons to modify policy number or other details

Submit the request when complete

Email sent to AIG Claims team to review, reach out for questions, book in Claims systems and coordinate Claims Adjuster

Loss Notification Document produced in pdf and can be downloaded after submission

7. Reporting & General Functionality

Multinational Service Delivery Dashboard

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Chart View Territory **SLA** Date: Jan 2018 End Date: 14 Feb 2019

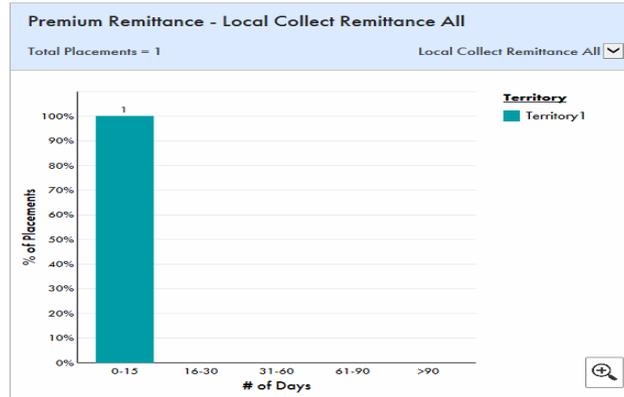
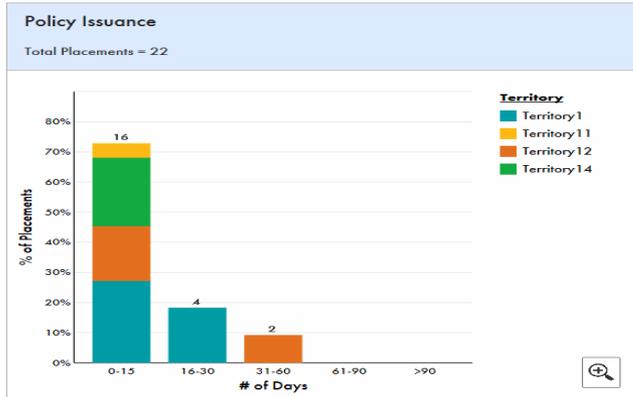
Pending Only Selected M

Actual Days (Average not adjusted for client / broker days)

SLA Benchmarking
Client / Broker Status Reporting
Escalation Status Reporting

Chart Last Update Date: 14 Feb 2019 06:49 AM EST **SEARCH**

Multinational Service Delivery Dashboard



Menu bar

Each graph reflects the total amount for the time period selected based on Instruction Received date

Headings and Legends are clickable and the bars on the graphs are clickable and will refresh the data at the bottom. Hover over to see the counts on the graphs.



DOWNLOAD PDF

Click Download PDF to print

Multinational SLA Benchmarking

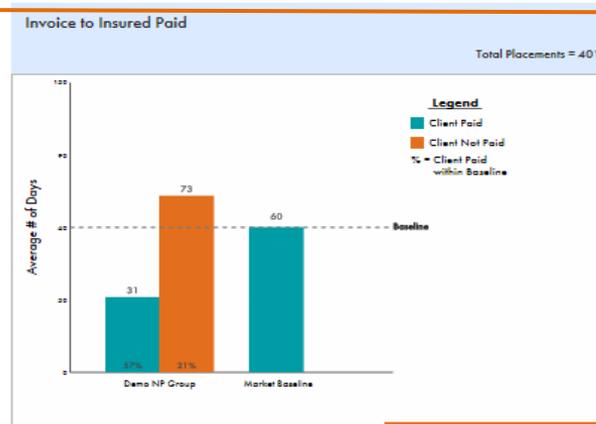
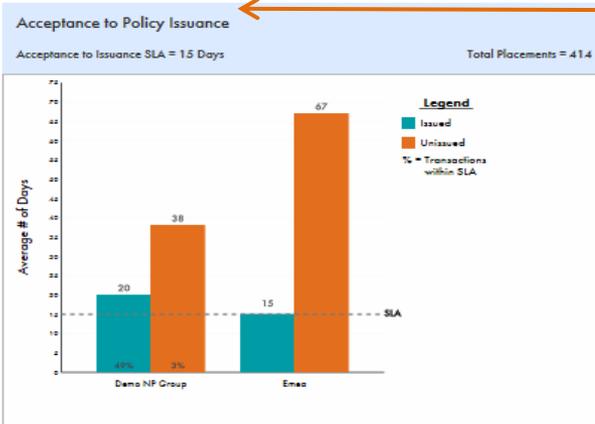
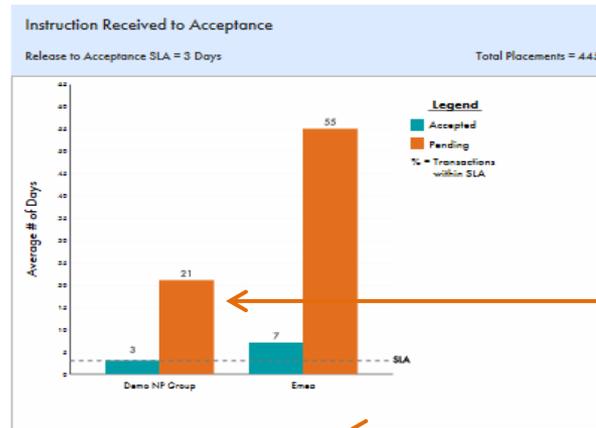
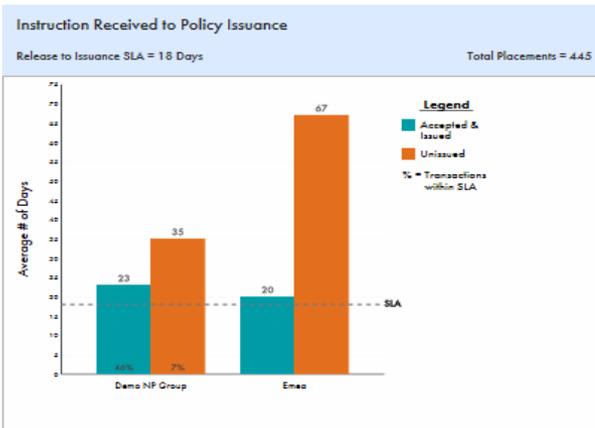
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Home Premium Bordereau · Claim Submissions Reporting · Forms · Resource Center ·

Territory: Selected Multiple + Start Date: 01 Jan 2018 End Date: 10 Jan 2019

Actual Days (Average not adjusted for client / broker pending days) Chart Last Update Date: 10 Jan 2019 04:05 AM EST **SEARCH**

Multinational Partners Benchmarking Dashboard



Benchmarking graphs and report show your SLA results as compared to all Network Partner Regional totals

Select the period start and end date for data display. Dates are based on Instruction received date

Headings are clickable to update the data below. Network partner specific bars on the graphs are also clickable.

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[Click Download PDF to print](#)

Client/ Broker Status Reporting

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Program Year: Selected Multiple +
 Territory: SLA Benchmarking +
 Account Name: All
 Local Insured Name: All
 Policy Number: All
 OM: Client / Broker Status Reporting
 Escalation Status Reporting
 SEARCH

Client / Broker Status Reporting

View of all open and closed transactions with Client/ Broker pending Reporting Status

Request Status	# of Days since Review Opened				
	Action Required	0-3	4-15	>15	Closed
New Detail (0)		0	0	0	0
Terms & Conditions Review (0)		0	0	0	0
KYC / AML Forms (0)		0	0	0	0
Other (0)		0	0	0	0
Issue Policy Detail (88)		0	0	17	71
Policy Document Review (86)		0	0	17	69
KYC / AML Forms (0)		0	0	0	0
Other (2)		0	0	0	2
Total (88)		0	0	17	71

Click on action required to view open items detail below

Click on closed links to view detail of closed escalations below

Client / Broker Status Reporting

Show 10

Export | Export All

	Territory	Local Insured Name	Account Name	Line of Business	Policy Number	OM/CA ID	Inception Date	Expiration Date	Client / Broker Review Reason	Client / Broker Review Status	Client / Broker Comment
<input type="checkbox"/>	Territory7	Local Insured Name	Account Name	Financial Lines		R-023A0DH2100000	01 Jan 2019	01 Jan 2020	Issue Policy - Policy Document Review	Closed	dfsgadfc
<input type="checkbox"/>	Territory7	Local Insured Name	Account Name	Global Marine		R-110A07V9700000	01 Jan 2019	01 Jan 2020	Issue Policy - Policy Document Review	Closed	

Export All – Click check box and Export all to report result details in excel

Escalation Status Reporting

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Program Year Selected Multiple +	Territory Selected Multiple	SLA SLA Benchmarking	Policy Number All	OMeGA Request ID All
Escalation ID Escalation ID	Line of Business Select	Client / Broker Status Reporting Escalation Status Reporting	SEARCH	

Escalation Status Reporting

Escalation Reasons	# of Days since Escalation Opened			Closed
	Action Required	0-3	4-15	
Pre Issuance Documents from Client are Missing (0)		0	0	0
Missing / Incorrect Supplemental Instructions from AIG (4)		0	0	4
Client Unaware or Non-Acceptance of Coverage (2)		0	0	2
Current Year Premium Outstanding from Client (1)		1	0	0
Prior Year Premium Outstanding from Client (0)		0	0	0
Payment Outstanding from AIG (3)		0	0	3
Awaiting Policy Approval from Client / Broker (2)		0	0	2
Awaiting Draft Policy Approval from AIG (0)		0	0	0
Renewal Information for Expiring Policy Year not Received (0)		0	0	0
Total (12)		1	0	11

Escalation Status Reporting

Show 10 Export | Export All

	Territory	Local Insured Name	Account Name	Line of Business	Policy Number	OMeGA ID	Inception Date	Expiration Date	Escal
<input type="checkbox"/>	Territory5	local insured name	Account Name	Casualty		R-001A1EKY000000	01 Oct 2018	01 Oct 2019	ES
<input type="checkbox"/>	Territory8	local insured name	Account Name	Financial Lines	OD40101779806	R-021A0GUP000000	01 Apr 2018	01 Apr 2019	ES

Escalation Status Reporting provides detail of all open and closed escalations sent by email to AIG and all responses

Click on closed links to view detail of closed escalations below

Click on action required to view detail of open escalations below

Export All – Click check box and Export all to report result details in excel



General AIG Forms

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Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

General AIG Forms | AIG Forms

[View AIG Forms](#)

You may use the action buttons to download and view using  and replace & Upload  or delete  the documents in the below list.

Document Name	Document Type	Document Sub-Type	Last Update Date	Actions
MN Xchange Graph Quick Reference	General	Training	14 Dec 2018	
SLA_BenchMark_Graph_Guide	General	Training	14 Dec 2018	
AIG MN Xchange Premium Remittance Guide	General	Training	12 Dec 2018	
MN Xchange Claims Bordereau Transaction type Refer	General	Training	01 Nov 2018	
AIG MN Xchange SLA & Client Broker Pending Jan 18	General	Training	26 Jun 2018	
AIG MN Xchange External Guide 24 April, 2018	General	Training	26 Apr 2018	

Showing 1 to 6 of 6 entries

Go to page

8. Resource Centre

Knowledge and Insights

The screenshot shows the AIG MN Xchange website interface. At the top, there is a blue navigation bar with the AIG MN Xchange logo on the left and a user greeting 'Welcome demo4 user4' on the right. Below the navigation bar, there are several menu items: Home, Premium Bordereau, Claim Submissions, Reporting, Forms, and Resource Center. The Resource Center menu is expanded, showing options for AIG Contacts and Knowledge and Insights. On the left side, there is a vertical navigation menu with categories like Communication and Training, Country Highlights, Cyber, Emerging Risk, Risk Management, Innovation, Safety and Recovery, Leadership, and Life Insurance and Retirement Planning. The main content area is divided into sections: Announcements, Training material, and General information. The Announcements section contains a table with columns for Description and Date Published, listing items like 'AIG MN Xchange Premium remittance new functionality guide' and 'SLA_BenchMark_Graph_Guide'. The Training material section also has a table with Description and Date Published, listing items like 'MN Xchange Graph Quick Reference' and 'AIG MN Xchange Claims Bordereau Transaction type Reference Guide'. On the right side, there are two promotional images: one for 'AIG.com/Business' and another for 'Multinational Playbook'. Orange arrows point from the text on the right to these specific elements in the screenshot.

Home Premium Bordereau Claim Submissions Reporting Forms Resource Center

Resource Center

- AIG Contacts
- Knowledge and Insights

Communication and Training

- Country Highlights
- Cyber
- Emerging Risk
- Risk Management
- Innovation
- Safety and Recovery
- Leadership
- Life Insurance and Retirement Planning

Announcements

Description	Date Published
AIG MN Xchange Premium remittance new functionality guide	14 Dec 2018
SLA_BenchMark_Graph_Guide	14 Dec 2018
New AIG Multinational Bank Accounts	24 Aug 2018

Training material

Description	Date Published
MN Xchange Graph Quick Reference	08 Jan 2019
AIG MN Xchange Claims Bordereau Transaction type Reference Guide	25 Sep 2018
MN Xchange Functionality Enhancement	24 Aug 2018
MN Xchange SLA Graphs and Client Broker Pending Reporting	06 Aug 2018
External NP MN Xchange - User guide	31 Jul 2018

General information

Description	Date Published
-------------	----------------

AIG.com/Business

Multinational Playbook

Click on Knowledge and Insights to access AIG Strategy, white papers, Multinational playbook, product training materials and MN Xchange User Guides

Direct access to AIG.com

Direct access to AIG Multinational playbook

Find NPP communication including announcements, MN Xchange User Guides and General information

Explore our country highlights and Insurance insights

Logout

The screenshot shows the AIG MN Xchange portal interface. At the top right, a user is logged in as 'demo9 user9'. A red box highlights the 'Logout' link in the top right corner. Below the navigation bar, there are search filters for Program Year, Territory, Account Name, and Local Insured Name. A 'SEARCH' button is visible. At the bottom, a 'Current Selection' table displays the current search criteria.

Current Selection	
Program Year:	2020,2018,2017 More...
Account Name:	All
Policy Number:	All
Territory:	All
Local Insured Name:	All
OMeGA Request ID:	All

Click Logout link to exit the system

If you have technical issues, need password reset or require additional users please contact: MultinationalPortalSupport@aig.com

Thank you