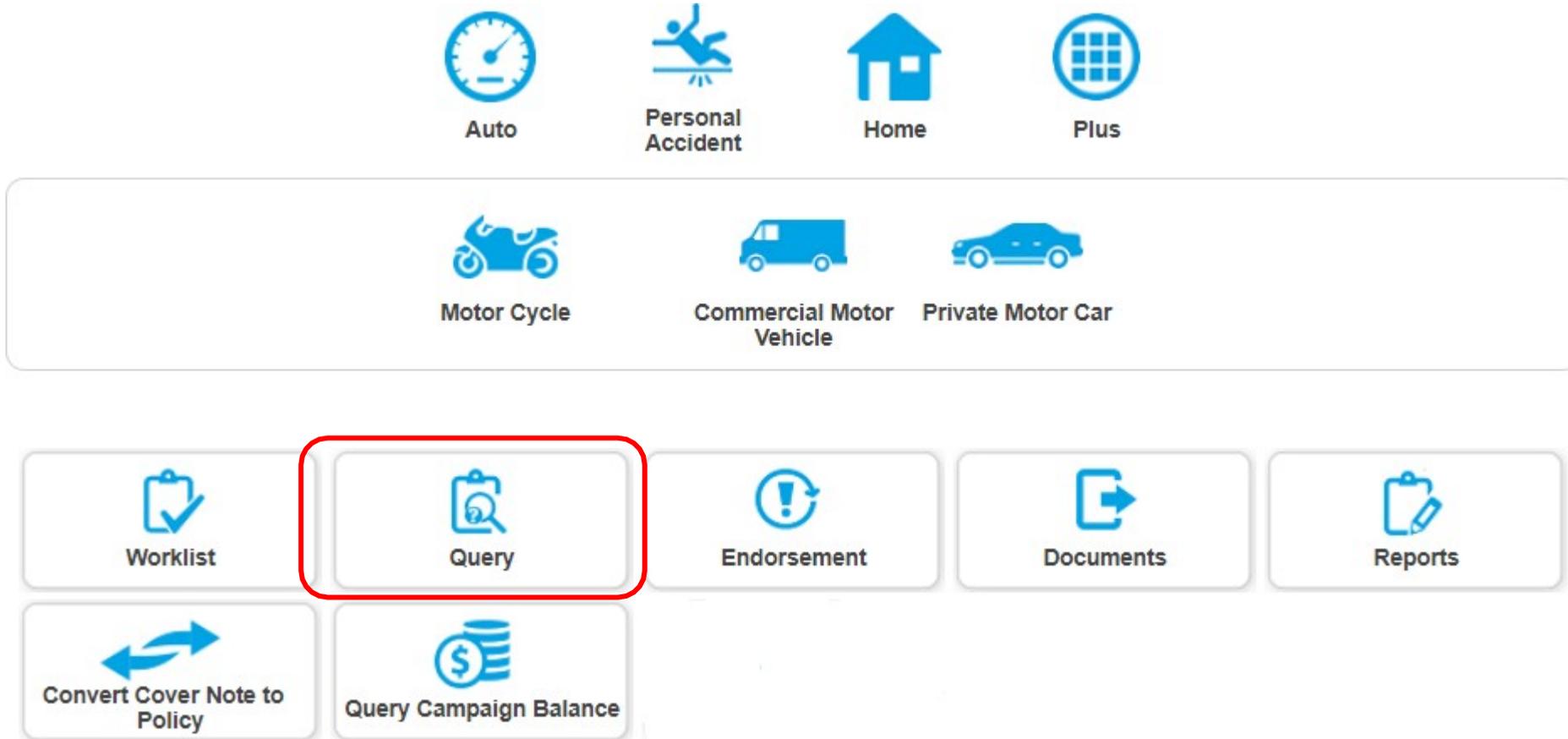


Overview of Query

Query

The Query function allows the Producer to search for the details about their own pending quotes and issued policies.



Query

Producer may use the search options to narrow down the search based on the additional fields.

Click on Search to display in-progress quote and all Issued Policies

[Home Page](#) > Query Policy

Query Policy

Product name  Please Select 

Customer name 

Insured type  Please Select 

Policy effective date from  

Quotation Creation Date  

Proposal date from  

Quote/Policy reference number 

Customer ID/registration number 

Premium range -

Policy issue date from  

Application date from  

Quote Status Please Select 

Search

Query

The Producer may also click on Search without entering any search data. This will display all pending quotes and issued policies.

[Home Page](#) > Query Policy

Query Policy

Product name 	<input type="text" value="Please Select"/>	Quote/Policy reference number 	<input type="text"/>
Customer name 	<input type="text"/>	Customer ID/registration number 	<input type="text"/>
Insured type 	<input type="text" value="Please Select"/>	Premium range	<input type="text" value="S\$00.00"/> - <input type="text" value="S\$00.00"/>
Policy effective date from	<input type="text" value="DD/MM/YY"/>  <input type="text" value="DD/MM/YY"/> 	Policy issue date from	<input type="text" value="DD/MM/YY"/>  <input type="text" value="DD/MM/YY"/> 
Quotation Creation Date	<input type="text" value="DD/MM/YY"/>  <input type="text" value="DD/MM/YY"/> 	Application date from	<input type="text" value="DD/MM/YY"/>  <input type="text" value="DD/MM/YY"/> 
Proposal date from	<input type="text" value="DD/MM/YY"/>  <input type="text" value="DD/MM/YY"/> 	Quote Status	<input type="text" value="Please Select"/>

Query

Pending Quotes will show the information the search results returned, as shown below.

To view the specific quote, click on the Quote Reference Number.

Pending Quotes (19088)	Issued Policies (23398)										
Quote Reference Number	Customer Name	Customer ID Number/Business Registration Number	Product	Premium(before GST)	Sales Channel Code/Name	Quotation Creation Date	Creator	Quote Status	Reason Category	Action	
2070001493-02	Ahmad	A0001493	PMC	2,699.26		26/02/2023	SSPCEK	Quote Bound in Progress			
2070001401-01	Ahmad	A0001401	PMC	1,943.66		24/02/2022	SSPCEK	Quote Bound in Progress			
2070001098-01	Ahmad	A0001098	PMC	3,599.72		06/02/2022	SSPCEK	Waiting for Customer Confirmation			
2070001094-01	Ahmad	A0001094	PMC	2,335.59		06/02/2022	SSPCEK	Waiting for Customer Confirmation			
2070000799	David Ho Pte Ltd	A123456789	PCS	1,514.02		26/12/2020	STEST3	Waiting For Payment in Progress			

Query

Issued Policies will show the information the search results returned, as shown below.

Once you have successfully located the policy to view, click on the Policy Reference Number..

[Pending Quotes \(19088\)](#) [Issued Policies \(23398\)](#)

Policy Reference Number	Customer Name	Customer ID Number/Business Registration Number	Product	Premium(b efore GST)	Sales Channel Code/Name	Issue Date	Creator	Policy Status	Reason Category
2070002660	TC10 7528-7610	X34534543A	PA	80.00		22/06/2020	0500257000	Effective	
2070002658-01	TC1 Reg7518	I324324Z	PA	407.48		22/06/2020	SSPSNG	Effective	
2070002658	TC1 Reg7518	I324324Z	PA	407.48		22/06/2020	0500257000	Effective	
2070002559-01	John Tan	S8201842E	PA	969.00		13/07/2020	Virtual User	Effective	
2070002650-02	TERENCE	S7037922H	PA	302.81		19/06/2020	SSPSNG	Effective	

Query

Once you have selected the policy/quote. There will be several tabs that will be displayed.

The **Endorsement History** tab will only show if there are issued endorsements under the particular policy being viewed.

The screenshot displays the AIG eWay interface. At the top left is the AIG eWay logo. To the right is a search bar with the placeholder text "Customer name, reference No., etc." and a magnifying glass icon. Below the logo, there is a navigation bar with the following elements: "Welcome |", "| Logged in as", and "| System time: 27/10/2016 16:47 | Logout". Below this, there is a breadcrumb trail: "► [Landing Page](#) > [Query Policy](#) > Policy Information". The main navigation menu consists of five tabs: "Policy Information", "Endorsement History", "Payment History", "Quote Version History", and "GIRO/RCC Status". The "Policy Information" tab is highlighted with a blue background and a white arrow pointing downwards. A red rectangular box highlights the entire navigation menu area.

Query

Policy Information show details pertaining to the policy that you are viewing.

[Policy Information](#) [Landing Page](#) > [Query Policy](#) > Policy Information

Policy Information | [Payment History](#) | [Quote Version History](#) | [GIRO/RCC Status](#)

[Document List](#)

Policy Information			
Quotation Number	1600060098	Quote Creation Date	27/10/2016
Policy Effective Date	27/10/2016	Policy Expiry Date	26/10/2017
Proposal Date	27/10/2016	Application Received Date	27/10/2016

Cover Note Information			
Cover Note Type		Cover Note Number	
Cover Note Flag	No		

Person Insured 1

Person Insured Details			
Name *	Jim Beam	Name On ID	Jim Beam
Relationship With Main Insured	Self	Resident Status	Permanent Resident
Nationality	USA	ID Type	Birth Certificate
ID Number	123123	Date Of Birth	01/01/1980
Relation With Policyholder	Self	Gender	Male
Marital Status	Married	Occupation Class	Class I
Occupation	Executives	Nature Of Business	Administrative work
Job Description		Do you want to make the nomination of beneficiary?	
Beneficiary Type			

Query

Endorsement History tab show relevant endorsement information, as well as the endorsement number.
Note that this tab will only show if the policy has an issued endorsement.

You may also click on Show Policy Details and Show Endorsement Comparison.

The screenshot shows the AIG eWay user interface. At the top left is the AIG logo, and to its right is the 'eWay' logo. A search bar is located in the top right corner with the placeholder text 'Customer name, reference No., etc.' and a magnifying glass icon. Below the logos, there is a navigation bar with tabs: 'Policy Information', 'Endorsement History' (which is selected and highlighted in blue), 'Payment History', 'Quote Version History', and 'GIRO/RCC Status'. The main content area displays the following information:

Endorsement:00000000083915			
Product	PA	Cover Note Number	
Cover Note Type		Endorsement Effective Date	28/10/2016
Endorsement Type	Change Policyholder Info/Policy Delivery Info	Endorsement Status	Endorsement Issued
Endorsement Application received date	28/10/2016		
Reason Category			
Endorsement Contents	It is hereby declared and agreed that with effect from 28/10/2016 Mailing address change from Singapore 258432 46A NASSIM ROAD to Singapore 248500 76 RIDLEY PARK Subject otherwise to the Terms, Exclusion and Conditions of this Policy.		

At the bottom right of the main content area, two buttons are highlighted with a red box: [Show Policy Details](#) and [Show Endorsement Comparison](#). Below the main content area is a blue 'Back' button.

Query

Show Policy Details show the **Policy Information** page in a popup window.

Policy Information ▶ [Landing Page](#) > [Query Policy](#) > Policy Information

Policy Details

Policy Information

Quotation Number	1600060077	Quote Creation Date	26/10/2016
Policy Effective Date	26/10/2016	Policy Expiry Date	25/10/2017
Proposal Date	26/10/2016	Application Received Date	26/10/2016

Cover Note Information

Cover Note Type		Cover Note Number	
Cover Note Flag	No		

Person Insured 1 | Person Insured 2

Person Insured Details

Name *	The Husband	Name On ID	Husband The
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[Close](#)

Query

Show **Endorsement Comparison** will show the policy details **BEFORE** and **AFTER** the endorsement was issued, as well as the endorsement contents.

Policy Information ▶ [Landing Page](#) > [Query Policy](#) > Policy Information

Endorsement Comparison

Endorsement Type [Change Policyholder Info/Policy Delivery Info](#)

Endorsement Contents

It is hereby declared and agreed that with effect from 28/10/2016
Mailing address change from Singapore 258432 46A NASSIM ROAD to
Singapore 248500 76 RIDLEY PARK
Subject otherwise to the Terms, Exclusion and Conditions of this Policy.

Before Endorsement | After Endorsement

Policy Holder

Same as Main Insur

Courtesy title	MR	Name On ID	Husband The
Name *	The Husband	ID type	Birth Certificate
Resident Status	Singaporean	Gender	Male
ID Number	8888	Nationality	Singaporean
Date of Birth	18/10/1981	Occupation	Executives
Marital Status	Married		

[Close](#)

Query

Payment History will show the information such as payment mode, payment status, etc.

Welcome | Logged in as | System time: 28/10/2016 10:7 | Logout
► Landing Page > Query Policy > Policy Information

Policy Information | Endorsement History | **Payment History** | Quote Version History | GIRO/RCC Status

Payment History						
	Debit/Credit Note Number	Transaction Type	Reference Number	Currency	AR/AP Amount	Payment Status
<input checked="" type="radio"/>	D16NB0027688	Direct Business		SGD	270.00	Fully Paid

Payment Details					
Pay Mode	Transaction Date	Currency	AR/AP Amount	Payment Status Type	
Credit Card-Gateway	26/10/2016	SGD	270.00		

Figure A shows Credit Card Gateway payment mode.

Back

Payment Details					
Pay Mode	Transaction Date	Currency	AR/AP Amount	Payment Status Type	
Recurring Credit Card	24/10/2016	SGD	60.25		

Figure B shows if payment mode is thru Recurring Credit Card.

Query

Quote Version History will show if multiple quote have been issued, including the quote information.

AIG eWay

Customer name, reference No., etc.

Welcome | Logged in as | System time: 27/10/2016 16:47 | Logout

Policy Information

Policy Information | Payment History | **Quote Version History** | GIRO/RCC Status

Quotation Version List

Version Number	Limit	Annual Gross Premium	Adjusted Gross Premium	Adjusted Net Premium	Premium Payable	Create Date	Operator	Quote Bound Date
V1		126.17	126.17	126.17	135.00	27/10/2016	0692205000	27/10/2016

Quotation Version Information

Insured Name: Jim Beam

Insured Information

Insured Object Name	Limit	Annual Gross Premium	Standard Gross Premium	Adjusted Gross Premium	Standard Net Premium	Adjusted Net Premium
Jim Beam		126.17	126.17	126.17	126.17	126.17

Coverage Information

Cover Type	Limit	Deductible	Annual Gross Premium	Standard Gross Premium	Adjusted Gross Premium	Standard Net Premium	Adjusted Net Premium
Accident Medical Reimbursement	4,000.00 Amount Per Policy POI						
Weekly Benefit For Temporary Total Disablement	100.00 per week and maximum of 104 weeks						
Traditional Chinese Medicine	750.00 Amount Per Policy POI						
Mobility Aid and Ambulance Services Reimbursement	4,000.00 Amount Per Policy POI						
Permanent Disablement	100,000.00 Amount Per Policy POI						
Permanent Partial Disablement	100,000.00 Amount Per Policy POI						
Burns/ Broken Bones	100,000.00 Amount Per Policy POI						
Accidental Death	100,000.00 Amount Per Policy						

Query

GIRO/Recurring Credit Card(RCC) Status will show the status of any GIRO/RCC arrangement on the policy.

Policy Information ▶ [Landing Page](#) > [Query Policy](#) > Policy Information

Policy Information | Payment History | Quote Version History | **GIRO/RCC Status**

Date	Previous Status	Current Status	Reject Reason	Error Code	ReSubmit	ErrorDescription	SystemAction
27/10/2016		DDA Pending					

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[Back](#)

Figure A - GIRO policies will show DDA Pending under Current Status, as shown below.

Policy Information ▶ [Landing Page](#) > [Query Policy](#) > Policy Information

Policy Information | Payment History | Quote Version History | **GIRO/RCC Status**

Date	Previous Status	Current Status	Reject Reason	Error Code	ReSubmit	ErrorDescription	SystemAction
24/10/2016		Token Generated					

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[Back](#)

Figure B - RCC policies will show Token Generated under Current Status.

Query

The table below show the list of GIRO and RCC status you may find under Query and its meaning

GIRO Status	What it means
DDA Pending	Pending GIRO form from customer to AIG
DDA entered in system	GIRO form received from customer.
DDA submitted to bank	GIRO form have been submitted to the bank
DDA Approved	GIRO Information approved. Pending deduction from the Bank
Generated 1 st Deduction from the Bank	Bank instructed to do 1 st deduction
Cleared deduction by bank	GIRO deduction successful. Policy schedule and Welcome letter will be send to policyholder.
Rejected	GIRO deduction failed. Rejection letter sent to customer.
Terminated	2 nd GIRO deduction failed. Termination letter sent customer

RCC Status	What it means
Token Generated	Credit card details converted to token.
Generated 1 st Deduction to Bank	Bank instructed to do 1 st deduction
Cleared deduction by bank	RCC deduction successful.
Rejected	RCC deduction failed. Rejection letter sent to customer.
Terminated	2 nd RCC deduction failed. Termination letter sent customer