



# AIG Private Client Group Contact Reference Guide

## Eastern Zone

Contact	Topic/Issue
<b>Underwriter</b>	<ul style="list-style-type: none"> <li>• New business account review</li> <li>• VIP account renewals</li> <li>• Course of construction risks</li> <li>• Multinational inquiries</li> <li>• General underwriting strategy</li> <li>• General coverage questions</li> <li>• Inspection requirements</li> </ul>
<b>Underwriting Technician</b>	<ul style="list-style-type: none"> <li>• General renewal questions</li> <li>• VIP renewal preparation, options and changes</li> <li>• Replacement cost questions, insurance to value questions, inflation reviews, or revaluation requests</li> <li>• Inspections: RMS inquiries, ordering a new inspection or inspection requests</li> <li>• Loss runs: individual client loss history report requests</li> <li>• Back-up if Underwriter is unavailable</li> </ul>
<b>Contact Center</b>	<p><b>Broker assistance:</b> <a href="mailto:pcg.ez.brt@aig.com">pcg.ez.brt@aig.com</a> or (866) 856-6858, Option 5</p> <ul style="list-style-type: none"> <li>• First point of contact for questions on new or existing accounts</li> <li>• General service questions, including billing questions</li> <li>• Make a payment, inquire about a payment and inquire about a balance</li> <li>• Status of quotes, issuance, endorsements and inspections</li> <li>• ePCG and CIP questions and assistance</li> <li>• Copy of manual policy (renewal or new) - Yacht, EXFL, EPLI, WC</li> <li>• Download requests</li> </ul> <p><b>Billing:</b> (888) 978 – 5371 , Option 3 or <a href="mailto:billing.pcg@aig.com">billing.pcg@aig.com</a></p> <ul style="list-style-type: none"> <li>• Posting of payment</li> <li>• Invoice printing schedule</li> <li>• Payment /sequence inquiries</li> <li>• Amount due</li> <li>• Policy cancellation for non-pay</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• New business quotes and re-quotes - <a href="mailto:ezquotes.pcg@aig.com">ezquotes.pcg@aig.com</a></li> <li>• Binders and issuance - <a href="mailto:ezbinders.pcg@aig.com">ezbinders.pcg@aig.com</a></li> <li>• Endorsements - <a href="mailto:ezendorsements.pcg@aig.com">ezendorsements.pcg@aig.com</a></li> <li>• Change billing type (direct/agency/mortgagee) - <a href="mailto:ezendorsements.pcg@aig.com">ezendorsements.pcg@aig.com</a></li> <li>• Workers Compensation requests - <a href="mailto:pcg-ezworkerscompensation@aig.com">pcg-ezworkerscompensation@aig.com</a></li> <li>• Yacht new business and renewals - <a href="mailto:pcgcyachtnewbiz@aig.com">pcgcyachtnewbiz@aig.com</a></li> <li>• Yacht endorsements - <a href="mailto:pcgcyachtendt@aig.com">pcgcyachtendt@aig.com</a></li> <li>• BORs - <a href="mailto:ezbor.pcg@aig.com">ezbor.pcg@aig.com</a></li> <li>• DMV inquiries - <a href="mailto:dmyhelp.pcg@aig.com">dmyhelp.pcg@aig.com</a></li> <li>• Inspection processing</li> <li>• Book transfers</li> </ul>



<b>Claims</b>	<ul style="list-style-type: none"> <li>• First notice of loss and general claims assistance: (888) 760-9195</li> <li>• Payment status on a particular claim: contact the assigned claims adjuster</li> <li>• Claim acknowledgement letter or closing letter: contact the assigned claims adjuster</li> </ul>																																																																																			
<b>ePCG ePremier CIP</b>	<ul style="list-style-type: none"> <li>• Self-service for processing new business quotes, quoting options on existing business and issuing endorsement changes in real time</li> <li>• Check on the status of processing requests</li> <li>• Obtain copies of issued policy papers, copy of billing invoices, auto ID cards, etc.</li> <li>• Producer tab:             <ul style="list-style-type: none"> <li>○ Policy activity tab in CIP: provides last 30 days of all transactions including new business, endorsements, renewals, cancellations, reinstatements and cancellations pending (14 days for ePCG transactions)</li> <li>○ Billing activities tab in CIP: provides last 30 days of billing transactions including billing statements, past due renewal payments, final reminder notices and non-payment cancellation notices (14 days for ePCG transactions)</li> <li>○ Admin tab: agency administrator can create new user IDs, reactivate disabled IDs, and disable IDs for employees that should no longer have access; set system defaults for quoting in CIP</li> </ul> </li> </ul>																																																																																			
<b>Producer Business Center</b>	<ul style="list-style-type: none"> <li>• Login to ePCG, ePremier or CIP depending on account</li> <li>• Obtain guidelines, product information, specimen contracts and marketing brochures</li> <li>• Policyholder service information: vendor referrals, loss prevention “tip” sheets, Wildfire Protection Unit, Hurricane Protection Unit, background checks, etc.</li> <li>• Private Client News and producer bulletins</li> <li>• Valuation tools to assist in determining replacement cost for residences</li> <li>• eLearning center and online product tutorials</li> <li>• Make a payment online</li> <li>• Producer Business Center password resets: (877) 867-3783, Option 1</li> </ul>																																																																																			
<b>System Training/ Technical Support</b>	<table border="1"> <thead> <tr> <th>Brian Dixon</th> <th>Rich Esandrio</th> <th>Danielle Swat</th> <th>Dyalma Marzouk</th> </tr> </thead> <tbody> <tr><td>AL</td><td>CT</td><td>AR</td><td>AK</td></tr> <tr><td>DC</td><td>MA</td><td>FL</td><td>AZ</td></tr> <tr><td>DE</td><td>ME</td><td>IA</td><td>CA</td></tr> <tr><td>GA</td><td>NH</td><td>IL</td><td>CO</td></tr> <tr><td>MD</td><td>NY</td><td>IN</td><td>HI</td></tr> <tr><td>NC</td><td>RI</td><td>KS</td><td>ID</td></tr> <tr><td>NJ</td><td>VT</td><td>KY</td><td>MT</td></tr> <tr><td>PA</td><td></td><td>LA</td><td>NM</td></tr> <tr><td>SC</td><td></td><td>MI</td><td>NV</td></tr> <tr><td>TN</td><td></td><td>MN</td><td>OR</td></tr> <tr><td>VA</td><td></td><td>MO</td><td>UT</td></tr> <tr><td></td><td></td><td>MS</td><td>WA</td></tr> <tr><td></td><td></td><td>ND</td><td>WY</td></tr> <tr><td></td><td></td><td>OH</td><td></td></tr> <tr><td></td><td></td><td>OK</td><td></td></tr> <tr><td></td><td></td><td>SD</td><td></td></tr> <tr><td></td><td></td><td>TX</td><td></td></tr> <tr><td></td><td></td><td>WI</td><td></td></tr> <tr><td></td><td></td><td>WV</td><td></td></tr> </tbody> </table>	Brian Dixon	Rich Esandrio	Danielle Swat	Dyalma Marzouk	AL	CT	AR	AK	DC	MA	FL	AZ	DE	ME	IA	CA	GA	NH	IL	CO	MD	NY	IN	HI	NC	RI	KS	ID	NJ	VT	KY	MT	PA		LA	NM	SC		MI	NV	TN		MN	OR	VA		MO	UT			MS	WA			ND	WY			OH				OK				SD				TX				WI				WV				<p>Brian Dixon (908) 679-3782 <a href="mailto:brian.dixon@aig.com">brian.dixon@aig.com</a></p> <p>Rich Esandrio (908) 679-4801 <a href="mailto:richard.esandrio@aig.com">richard.esandrio@aig.com</a></p> <p>Danielle Swat (847) 330-8143 <a href="mailto:danielle.swat@aig.com">danielle.swat@aig.com</a></p> <p>Dyalma Marzouk (619) 681-1428 <a href="mailto:dyalma.marzouk@aig.com">dyalma.marzouk@aig.com</a></p>
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