AIG Rapidcover

FAQ's

LOGIN/ PASSWORDS

How do I get access to the online platform?

Please e-mail the request to the AIG Rapidcover Support Team at rapidcover.ie@aig.com please include your full name, e-mail address, a direct dial contact telephone number and the address of your branch.

I have forgotten my password how do I gain access?

Go to the 'log-in' page of AIG Rapidcover and use the 'forgot password' link

I need to change my password how do I do this?

Log into Rapidcover. On the home page click on the heading 'Change Password' which is highlighted in Grey on the Blue border at the top of the screen, enter the new password details as prompted and click 'Next' to confirm your change.

My password is locked how do I gain access?

Please contact the AIG Rapidcover Support Team on 01-2081400 or e-mail at rapidcover.ie@aig.com

PRODUCTS

How do I know what products my brokerage have access to?

Should you require any assistance please contact the AIG Rapidcover Support Team on 01-2081400 or e-mail at rapidcover.ie@aig.com

What products are available?

- Apartment Blocks
- BusinessGuard+ (D&O)
- Commercial Combined
- Excess Casualty
- Marine Cargo
- Office Package
- Professional Indemnity
- Property Owners
- RapidQuote (PA & Travel)
- Shops Package

QUOTES

I need to provide alternate quote/quotes for amended cover in addition to the generated Renewal terms how do I do this?

To do this go to the 'Client Summary' and click 'Get a new quote' and select the product line as required. Once completed the alternate quotes can be found under the 'Client Summary' screen under 'Saved Quotes'.

I need to make changes with effect from New Business but have already Accepted cover; can you amend this post acceptance and provide me with an amended schedule?

Once cover has been Accepted a New Business or Renewal cannot be updated post acceptance and will have to be updated via an MTA from the effective date. Should you require any assistance please contact the AIG Rapidcover Support Team on 01-2081400 or e-mail at rapidcover.ie@aig.com. Also refer to "Who to Contact" on Page 2 of this document.

MID TERM ADJUSTMENTS

I need to make changes to a policy mid-term how do I process an amendment?

Go to the 'Client Summary' screen and under the sub heading 'Live Policies' will be the current policy term. Click on 'Amend' on the right hand side of the screen and update the information as necessitates, once in order click on 'Proceed' and 'Accept'.

Rapidcover FAQ's

RENEWALS

I haven't received my terms where can I obtain these?
Login to AIG Rapidcover and search for the client; once the client record has been found click on the client name and this will take you to the 'Client Summary' screen, under the subheading 'Live Policies' will be the current live policy, to generate the Renewal terms click on 'Renew'. Answer the questions as prompted amending the risk details as necessary, once completed the quote will be calculated and you will be taken to the 'Quote Summary' screen where you can either click 'Proceed' to 'Accept' cover or alternatively exit the quote by clicking on 'Client Summary' which is highlighted in Grey in the top right hand corner.

How far in advance can I obtain Renewal terms?
These can be obtained at least 30 days in advance of the Renewal date.

I can't initiate the Renewal terms why?
If there is an MTA currently pending Renewal terms cannot be initiated until this is either Cancelled or Accepted. Pending MTA's can be located under the sub heading 'Adjustments in Progress' on the 'Client Summary' screen. To cancel a pending MTA click 'Cancel' or alternatively click 'View/Amend' and progress to the 'Quote Summary' screen, then click 'Proceed' and 'Accept'.

I have missed the inception/effective date and need to backdate cover how can I do this?
Please call the AIG Rapidcover Support Team on 01-2081400 or alternatively e-mail rapidcover.ie@aig.com for further clarification.

Cover is not required from Renewal how do I lapse the policy?
Cover will automatically lapse once past expiry if the Renewal has not been 'Accepted'.

POLICY

I've updated the client's name/address via 'Edit client details' but this has not updated on the policy schedule?
In addition to updating these details via 'Edit client details' an adjustment will also need to be processed to update the name/risk address on the policy schedule. To do this go to the 'Client Summary' screen and under the sub heading 'Live Policies' will be the current policy term. Click on 'Amend' on the right hand side of the screen and update the information as necessitates, once in order click on 'Proceed' and 'Accept'.

I need to cancel a policy how do I do this?
Cancellations are not supported by AIG Rapidcover, if cover has been bound in error or a policy requires cancellation please contact the AIG Rapidcover Support Team to arrange this on 01-2081400 or e-mail at rapidcover.ie@aig.com

I need to extend a policy how do I do this?
To do this go to the 'Client Summary' screen and under the sub heading 'Live Policies' will be the current policy term. Click on 'Amend' on the right hand side of the screen and update the 'Cover End Date', once in order click on 'Proceed' and 'Accept'. Should you require any assistance please contact the AIG Rapidcover Support Team on 01-2081400 or e-mail at rapidcover.ie@aig.com

I need to amend the expiry date of a policy to fall in line with a common renewal date how do I do this?
To do this go to the 'Client Summary' screen and under the sub heading 'Live Policies' will be the current policy term. Click on 'Amend' on the right hand side of the screen and update the 'Cover End Date', once in order click on 'Proceed' and 'Accept'. Should you require any assistance please contact the AIG Rapidcover Support Team on 01-2081400 or e-mail at rapidcover.ie@aig.com

I need to provide alternate quote/quotes for amended cover in addition to the generated Renewal terms how do I do this?
To do this go to the 'Client Summary' and under the sub heading of 'Saved Quotes' click on 'here' where prompted to be taken to 'Get a new quote' and select the product line as required. Once completed the alternate quotes can be found under the 'Client Summary' screen under 'Saved Quotes'.

INVOICING

Who do I contact regarding account or invoicing queries?
Please contact the AIG Rapidcover Support Team on 01-2081400 or e-mail at rapidcover.ie@aig.com

WHO TO CONTACT

Business Line	Product	Email Address	Telephone Number
Business Development Team	All Products	keith.doran@aig.com	087-2037904
		edward.clune@aig.com	086-6016705
		mark.cooney@aig.com	086-1692470
Financial Lines	BusinessGuard+ (D&O)	erin.cave@aig.com	01-2084922
	Professional Indemnity	pi.ie@aig.com	01-2081400
Property	Apartment Blocks	niamh.hume@aig.com	01-2081448
Marine Cargo	CargoGuard	cargoguard.ie@aig.com	01-2081448
Commercial Combined	Property Owners	paul.winters@aig.com	01-2084961
	Shops Package	sarah.hogan1@aig.com	01-2084911
	Office Package	eoghan.odonnell@aig.com	01-2081454
	Commercial Combined		
Casualty	Excess Casualty	Xspress.ie@aig.com	01-8597955
Accident & Health	RapidQuote	lifeline.ie@aig.com	01-2081489

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