

## WINDSCREEN REPAIR AT YOUR HOME

### Frequently Asked Questions

#### 1. How am I eligible for this service?

A. To be eligible, you must have a windscreen coverage add-on to your AIG car insurance policy.

#### 2. If I am an existing AIG customer but did not have coverage for this, am I still eligible?

A. You still can use this service but do keep in mind that it will be an out-of-pocket expense for you. Therefore, it is always good to make certain that when you purchase/renew your car insurance to include your windscreen cover add-on to enjoy this service.

#### 3. Where can I find the At Your Home Windscreen Repairer?

A. Visit our Windscreen Repairer Locator site [here](https://www.aig.my/personal). Alternatively you could follow our step-by-step guide below to locate our Door-to-Door panel workshops.

**Step 1:** Go to <https://www.aig.my/personal>

**Step 2:** Look for “**Claims**” at the top section of the site.

**Step 3:** Click on “**Find a Windscreen Repair Workshop**”

**Step 4:** Key in your location based on your **Street, District, Province or Postal Code**

**Step 5:** A list of our panel windscreen workshops will be shown. Be sure to look out for  
**Service: Door-to-Door.**

**Sample:**



#### **4. Is this service available at all locations?**

A. Our Windscreen Repairers are able to service locations within a 30 km radius from where their workshops are located to where you need them to be. Should you fall outside the radius, it would solely be the prerogative of the repairer if he/she is willing to service the location you are in. As of now, this service is only available within the select states as can be seen below:

- **Johor Darul Takzim**
- **Negeri Sembilan Darul Khusus**
- **Pahang Darul Makmur**
- **Perak Darul Ridzuan**
- **Pulau Pinang**
- **Selangor Darul Ehsan**
- **Terengganu Darul Iman**
- **Wilayah Persekutuan**

#### **5. Is there a restriction on location (example: Condominium/Office) to where the service can be provided?**

A. This service can be carried out anywhere as long as there is a designated space where the windscreen replacement process can take place in a safe environment/surrounding area. The minimum space required would be equivalent to 1 parking lot.

#### **6. What documents are required and to whom should I provide them to?**

A. Our Windscreen Repairer will require for you to complete a claim form that they will send to you and you would also need to furnish them with your car insurance policy, a copy of your Identification Card and Vehicle Registration Card.

#### **7. How long will my windscreen installation process take?**

A. The installation process would depend on the make of your car, model and severity of the damage of your windscreen and availability of the scheduled appointment time between you and Windscreen Repairer. It would also be subject to your completed documentations and approval at the time of submission.

#### **8. Do I need to make any payments for the windscreen installation?**

A. If you have opted for our windscreen cover add-on when you purchase/renew your car insurance with AIG, there will be no payment required should your sum insured be adequate.

**9. Is the tint for my car windscreen also covered?**

A. Our Windscreen Repairers are able to provide tinting services to your replaced/damaged windscreen. Hence, it is important that you have the adequate sum insured coverage for your windscreen cover add-on that would include your tinting cost.

**10. Is there any warranty period on my windscreen repair?**

A. Yes! AIG provides a 12 month warranty period on the workmanship from our panel repairers.

**11. Does my windscreen cover affect my NCD?**

A. No. Your NCD will not be affected. However, we would recommend for you to reinstate your windscreen cover add-on so that you will be covered in the future.

**12. Is there anything that I would need to submit or inform AIG?**

A. No, this is not necessary. Our Windscreen Repairer's will take care of the claim submissions and will be dealing with AIG directly in the processing of your claims.

**13. Who can I contact should I have any clarifications or feedbacks?**

A. Should you have any clarifications or feedbacks, you can email us at [aigmycare@aig.com](mailto:aigmycare@aig.com) with the subject title: **Windscreen Repair – Car Registration No.** ***[Please include your car registration number]***. We will respond back to you within 3 working days.