

# AIG Pay online (Remittance) User Guide

## Existing Users

AIG Pay Online (Remittance) website enhanced the user self-service option recently. The changes include login, new user registration, password reset, user account unlock.

You will experience a different login process. This document will explain what changed and provide instructions on how to complete a one-time setup.

### What got changed:

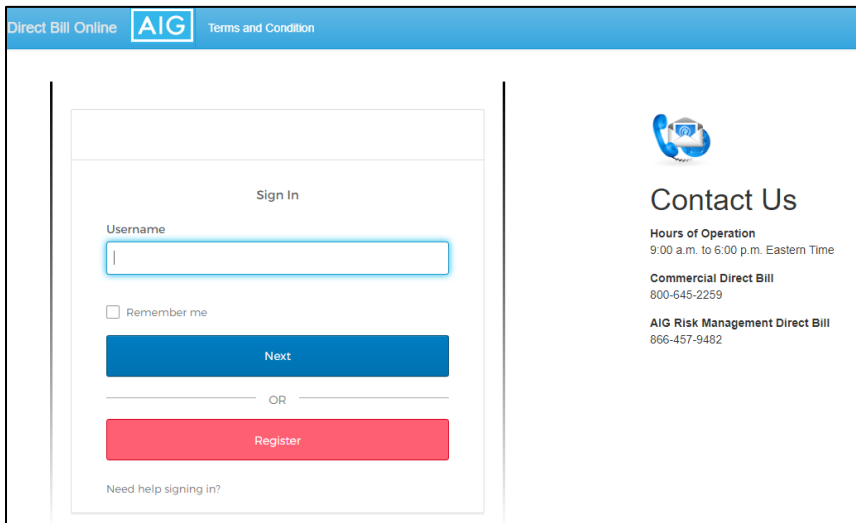
1. Security questions are no longer required. Multi-Factor Authentication (MFA) is required every time you login to the site.
2. Email and password are entered in 2 steps/web pages.

### What did not change:

1. Your email/password and registered mobile device are kept the same.
2. Your Billing Account Number has not changed.

### How to set up Multi-Factor Authentication:

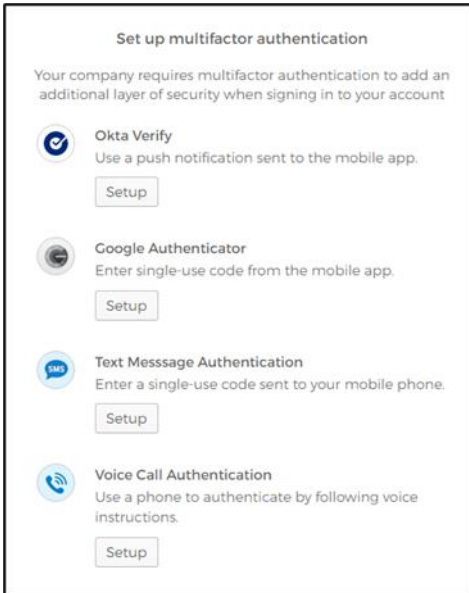
1. The login will ask you to enter email first, click “Next” button.



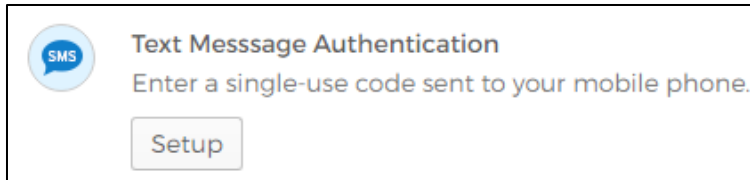
2. You will be redirected to the page to setup Multi-Factor Authentication (MFA). This is a one-time setup.

Both “Okta Verify” and “Google Authenticator” require installing a third party application on the mobile device.

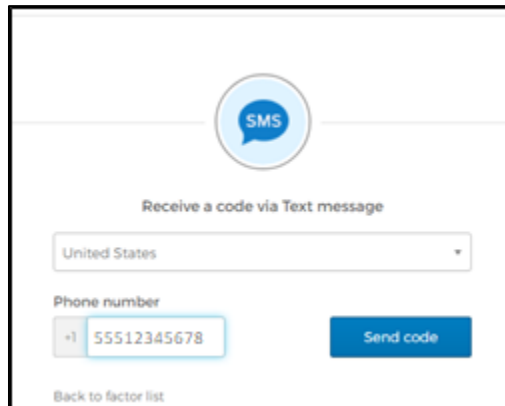
We recommend you use either SMS (Text Message) or Voice call for AIG Pay Online (Remittance).



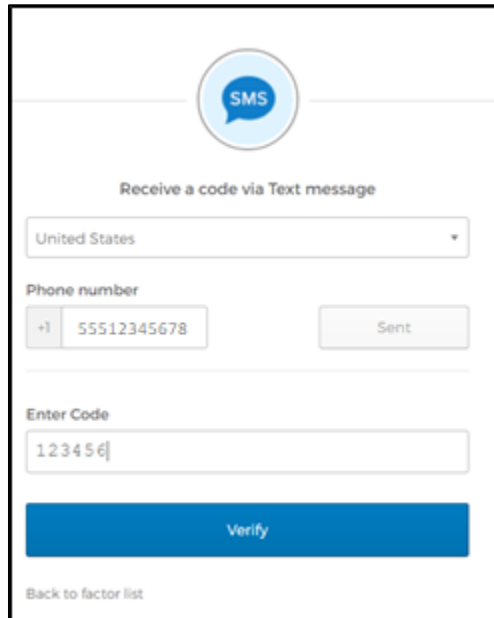
- a. If you prefer to verify your device via SMS (Text Message), click the “Setup” button under “SMS Authentication”.



- i. Choose country and enter phone number. Click “Send code”.

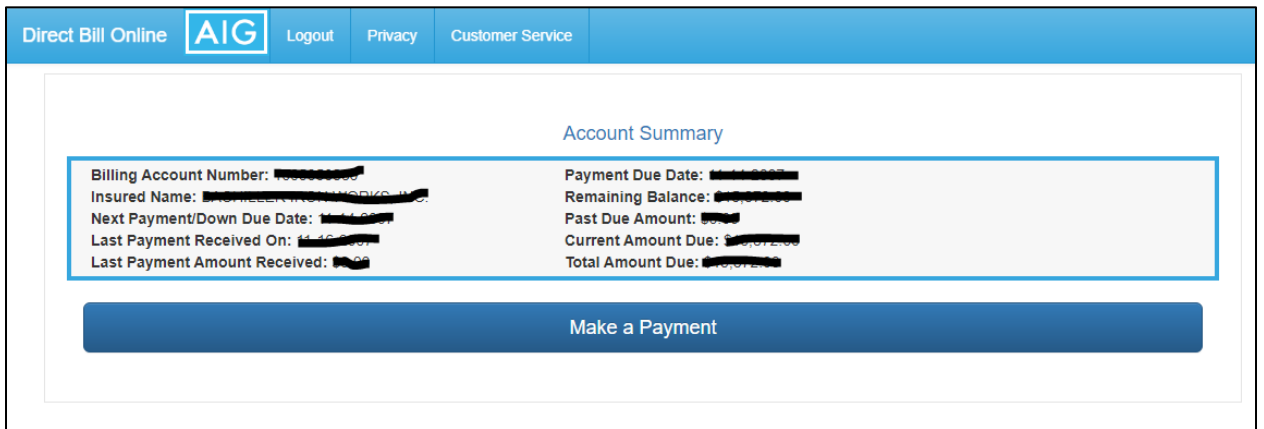


- ii. One time passcode will be sent to your mobile number. Enter the code and click “Verify”.



The image shows a mobile verification interface. At the top, there is a blue circular icon with 'SMS' inside. Below it, the text 'Receive a code via Text message' is displayed. A dropdown menu is set to 'United States'. Under 'Phone number', there is a field with '+1 55512345678' and a 'Sent' button. Below that, an 'Enter Code' field contains '123456'. A large blue 'Verify' button is at the bottom, with a 'Back to factor list' link underneath.

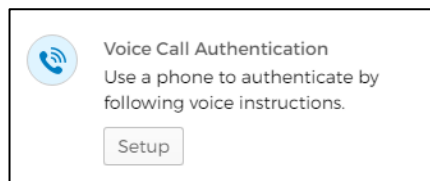
- iii. Once successful, you will be redirected to remittance portal. Setup only one (1) multi factor authentication.



The image shows a web portal header with 'Direct Bill Online', 'AIG', 'Logout', 'Privacy', and 'Customer Service'. The main content area is titled 'Account Summary' and contains a table of account details. A large blue 'Make a Payment' button is at the bottom.

Billing Account Number: ██████████	Payment Due Date: ██████████
Insured Name: ██████████	Remaining Balance: ██████████
Next Payment/Down Due Date: ██████████	Past Due Amount: ██████████
Last Payment Received On: ██████████	Current Amount Due: ██████████
Last Payment Amount Received: ██████████	Total Amount Due: ██████████

- b. If you prefer to verify via voice call, click the “Setup” button under voice call authentication.



The image shows a box for 'Voice Call Authentication'. It features a blue circular icon with a telephone handset. The text reads: 'Voice Call Authentication Use a phone to authenticate by following voice instructions.' Below the text is a 'Setup' button.

- i. Choose country and enter phone number. Click “Call”.

AIG

Follow phone call instructions to authenticate

United States

Phone number Extension

+1 55512345678

Call

Back to factor list

- ii. You will receive a phone call with the one-time passcode. Enter the code and click verify.

AIG

Follow phone call instructions to authenticate

Philippines

Phone number Extension

+1 55512345678

Calling

Enter Code

Verify

- iii. Once successful, you will be redirected to remittance portal. Setup only one (1) multi factor authentication.

Direct Bill Online **AIG** [Logout](#) [Privacy](#) [Customer Service](#)

### Account Summary

Billing Account Number: ██████████	Payment Due Date: ██████████
Insured Name: ██████████	Remaining Balance: ██████████
Next Payment/Down Due Date: ██████████	Past Due Amount: ██████████
Last Payment Received On: ██████████	Current Amount Due: ██████████
Last Payment Amount Received: ██████████	Total Amount Due: ██████████

[Make a Payment](#)