



Optimize your AIG system experience

When accessing our new CIP system and the existing ePCG system, we want your experience to be as seamless as possible. The following information should be used to prepare your computer for the use of CIP and ePCG.

Compatible browsers

CIP

- Mozilla Firefox (recommended)
- Google Chrome
- Internet Explorer (version 11 preferred)

ePCG

- Internet Explorer

Login

CIP

1. Open **Firefox** browser (or Chrome or Internet Explorer)
2. Go to URL <https://www-604.aig.com/>
3. After login, click to access CIP

ePCG

1. Open **Internet Explorer** browser
2. Go to URL <https://www-604.aig.com/>
3. After login, click to access ePCG

Installing a new browser

If you currently use Microsoft Internet Explorer and would like to install Mozilla Firefox, click [here](#) and follow the steps to install.

Optimizing your browser for each system

By adding our website as a trusted site in your browser's settings, you can optimize your experience on CIP and ePCG. Following are instructions on adjusting your compatibility view settings, adding a trusted site and clearing your cache:

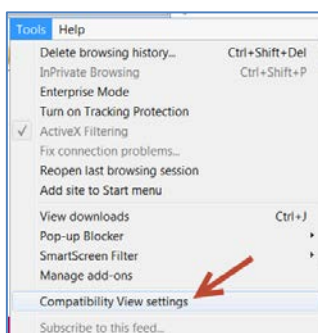
Internet Explorer (CIP)

Updating Compatibility View settings

To access CIP in Internet Explorer, [aig.com](#), [chartisinsurance.com](#) and [aig.net](#) must be removed from your Compatibility View settings (they are no longer required for using ePCG in Internet Explorer). If your office settings are controlled by a group policy, please work with your IT department to implement these setting changes.

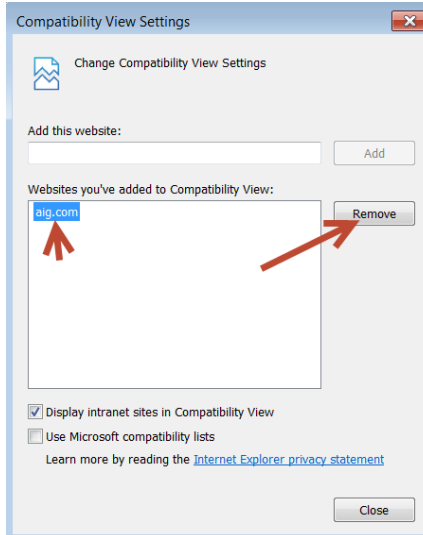
Note: CIP in Google Chrome or Firefox is accessible without removing the addresses from the Compatibility View settings.

1. Select Tools from the top navigation bar, then Compatibility View settings.





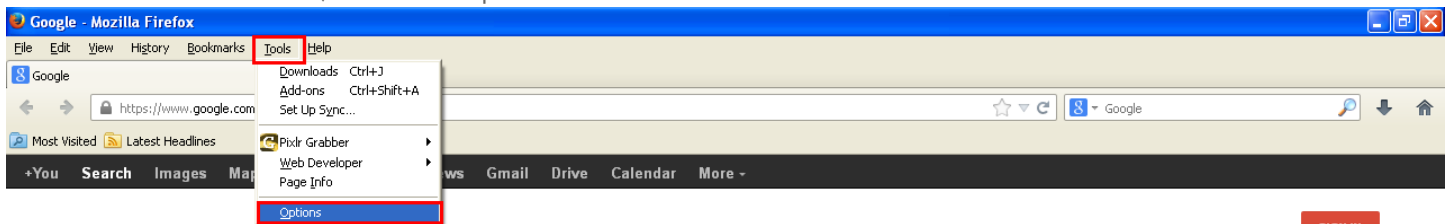
2. Highlight and remove **aig.com**, **chartisinsurance.com** and **aig.net** from the Compatibility View area.



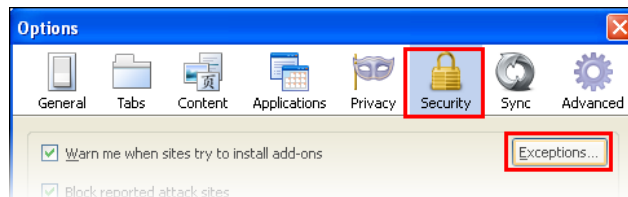
Firefox (CIP)

Adding trusted sites

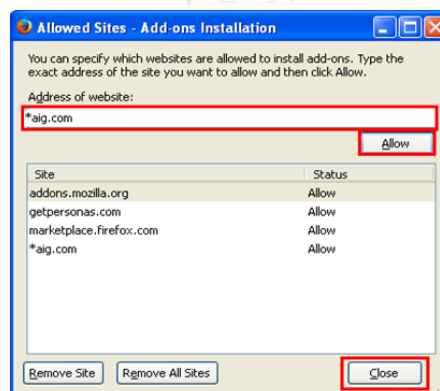
1. Click Tools on the Menu bar, and select Options.



2. Select Security and click on the Exceptions button.



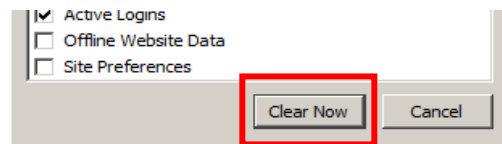
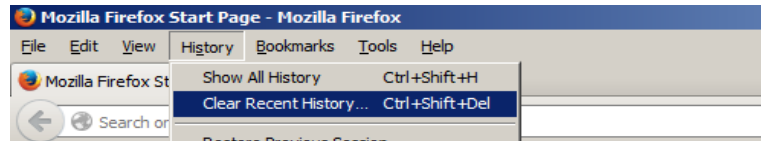
3. Type ***.aig.com** then click Allow.
4. Click Close.





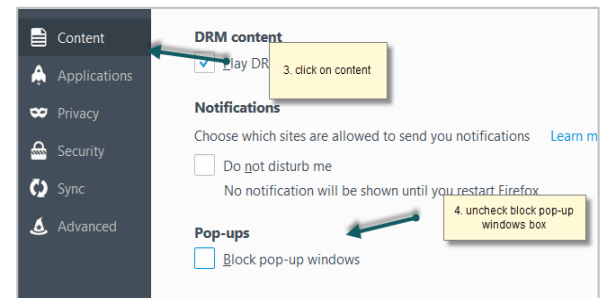
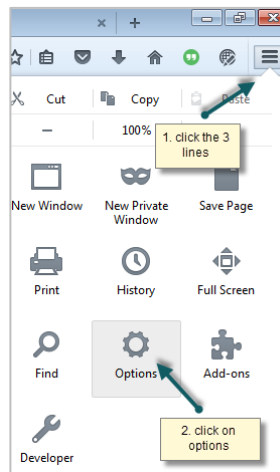
Clearing your cache

1. Click History on the Menu bar, and select Clear Recent History.
2. The Clear All History box will display. Click Clear Now.



Removing your pop-up blocker

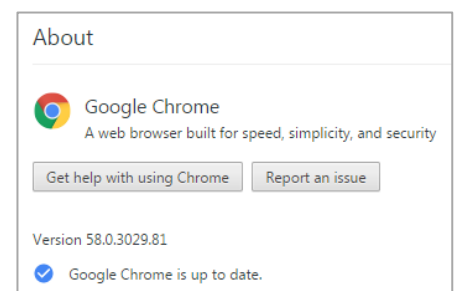
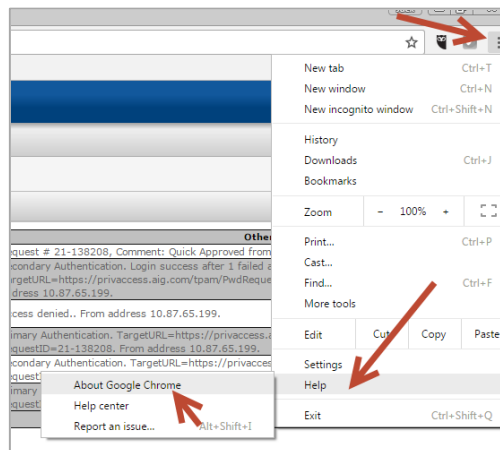
1. Open the Menu within your browser by clicking the icon of the three lines on the top right.
2. Select Options.
3. Select Content from the left navigation.
4. Uncheck the pop-up blocker box.



Google Chrome (CIP)

Verify that Chrome is up to date

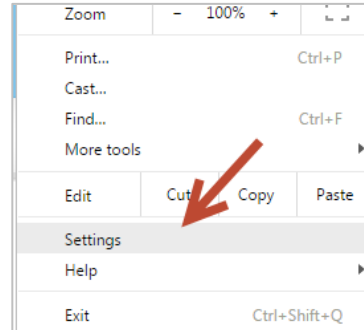
1. Click the three dots on the top right corner of your Chrome browser.
2. Select "Help" then "About Google Chrome."
3. Verify that you have version 58. You will see message indicating Google Chrome is up to date.



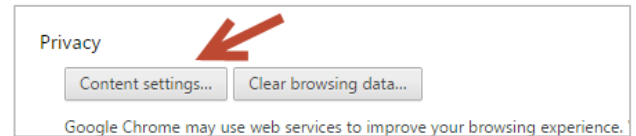


Removing your pop-up blocker

1. At the top right of your browser window, click the More icon with three vertical dots.
2. Select Settings, then "Show advanced settings" at the bottom.



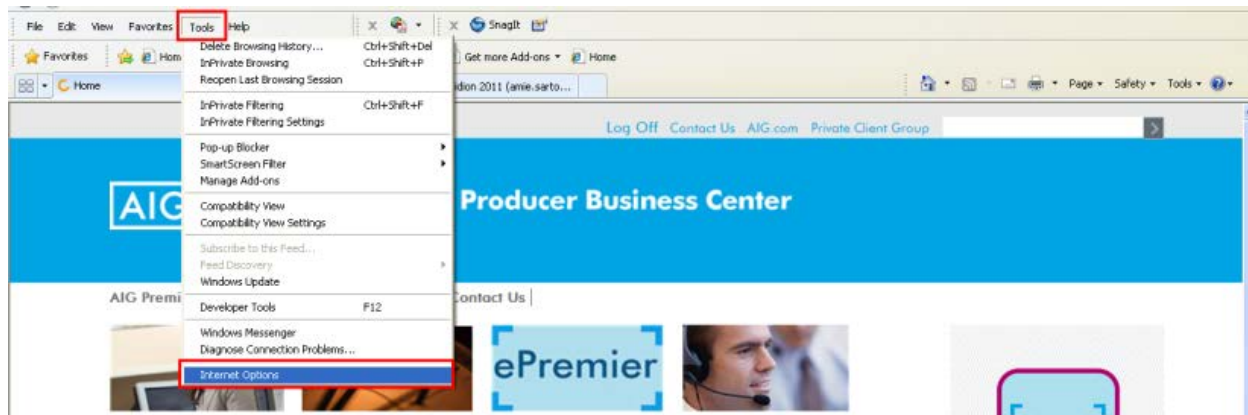
3. Under the Privacy area, select "Content settings."
4. Under "Pop-ups" select the option "Allow all sites to show pop-ups."



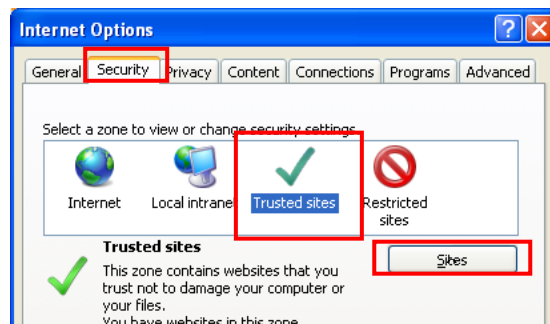
Internet Explorer (ePCG)

Adding trusted sites

1. Select Tools from the top navigation, then Internet Options.

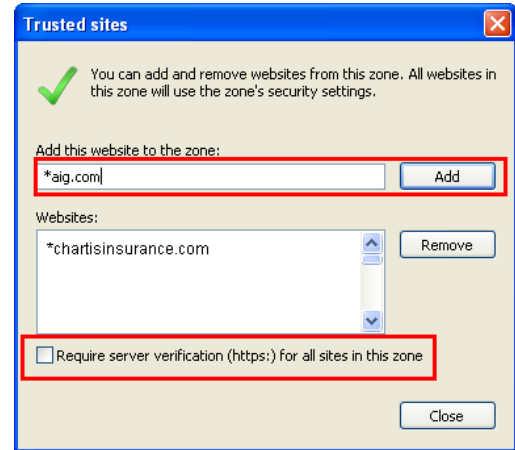


2. Click the Security tab.
3. Click/highlight Trusted Sites.
4. Click the Sites button.



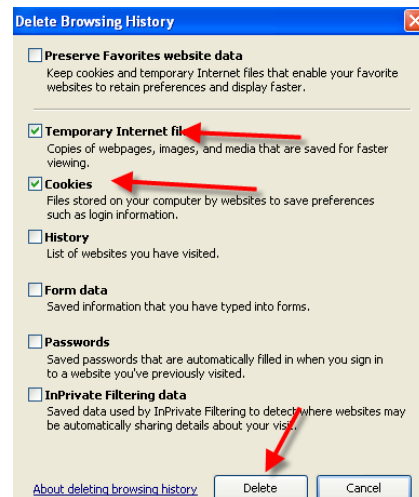


5. Type “*.aig.com” and click Add.
6. Uncheck “Require server verification (https:) for all sites in this zone”
7. Click Close
8. You will be taken to Internet Options; click OK.



Clearing your cache

1. Select Tools from the top navigation toolbar, then Internet Options. (See step 1 from [Adding Trusted Sites](#))
2. In the Temporary Internet Files section, click Delete Files button. Click OK.
3. Check only Temporary Internet Files and Cookies. Then click Delete.
4. Close all browsers. Reopen Internet Explorer and login to the Producer Business Center.



If you have any questions, please contact your broker resource team.



AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. Products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Not all products and services are available in every jurisdiction, and insurance coverage is governed by actual policy language. Certain products and services may be provided by independent third parties. Insurance products may be distributed through affiliated or unaffiliated entities. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.