

Aon First Assist

A simple, efficient and consistent approach to claims

In order to improve your claims experience with Aon, we have simplified the way your claims are managed – which involves 4 easy steps:

- 1. Contact us and we'll ask you a few questions.**
Our First Assist claims team will also take the time to outline our approach and explain what happens next.
- 2. We'll contact your insurer to register your claim or guide you to their portal for simple notification.**
Your claims number and other relevant information will be emailed to you.
- 3. Your insurer will assess your claim.**
If they need additional information, they will contact you directly. For complex claims, our team is available to provide specialist technical support.
- 4. Settlements will be made by your insurer.**
Your insurer will settle funds direct to your account.



Get In Touch

+852 2861 6448
(Monday – Friday)
FirstAssist.HK@aon.com

How will this help you?

- Move from multiple supporting information to fewer supporting documents
- Move from complex claims forms to simplified, easy-to-complete forms
- Receive faster claims settlements, direct to your bank account
- Settle claims in a consistent and simple approach

If for any reason there is an issue with your claim, we will be on hand to negotiate the best possible outcome.

Questions?

If you have any questions about Aon First Assist services, please contact our claims team directly. Your Aon client manager will follow the progress of the claim, and within two months of claim settlement, we'll seek your feedback on your claims experience. This will enable us to continually improve our services and ensure your Aon client manager will be in the best position to advise you about your claims, the impact it can have on renewal, and the broader impacts it can have on your business.