AIG Go WC Terms of Use

AIG Go WC is a web portal accessed via a user's Internet browser on a computer or mobile device through which the user may interact with the AIG GO WC platform.

These AIG Go WC Terms of Use, together with the AIG website Terms of Use and Privacy Policy (collectively, the “AIG Go WC Terms”) govern the use of AIG Go WC. By using AIG Go WC, you acknowledge your assent to AIG Go Terms, without limitation or qualification. Please read these AIG Go Terms carefully before using AIG Go WC.

1. Conditions of Use:

AIG Go WC may only be used by claimants under workers' compensation policies issued by AIG’s affiliated companies (“injured workers”). As used herein, “AIG” “we” or “us” means AIG Claims, Inc. together with its affiliate entities that provide applicable insurance and services for the use of AIG Go WC. Unauthorized use of AIG Go WC is not permitted. By accessing and/or using AIG Go WC, you warrant and represent that you are an authorized user.

Subject to these AIG Go Terms, AIG grants you a non-exclusive, non-transferable, non-sub licensable, limited, revocable license to use AIG Go WC for personal, non-commercial use only. Any other use of AIG Go WC in contravention of these AIG Go Terms is strictly prohibited. We reserve all rights in and to AIG Go WC. AIG reserves the right to revoke this license at any time, in its sole discretion.

When using AIG Go WC, you agree:

A. to maintain the confidentiality of any username and password you use to access AIG Go WC. You agree that AIG Go WC is authorized to act on instructions received under your username without any requirement to question those instructions and that AIG is not liable for any unauthorized access to AIG Go WC using your username. You are responsible for taking all reasonable steps to ensure that no unauthorized person shall have access to your username and/or passwords. It is your sole responsibility to (1) control the dissemination and use of your username and passwords; and (2) authorize, monitor, and control access to and use of your username and passwords. You agree to notify us promptly in the event of any unauthorized use of your passwords or user names or any other breach of security related to your account of which you become aware;

B. that AIG may block access to AIG Go WC without prior notice if we believe that your account is being used by an unauthorized party or if any unauthorized access to your personal information has occurred;

C. that AIG may discontinue, suspend or modify AIG Go WC at any time without notice and may block, terminate or suspend your access to AIG Go WC at any time without notice for any reason in its sole discretion, even if access continues to be allowed to others;

D. any reliance on or use of AIG Go WC shall be at your sole risk. You acknowledge that AIG Go WC is provided over the Internet and so the quality and availability of AIG Go WC may be affected by factors outside AIG’s reasonable control. Accordingly, AIG does not accept any responsibility for any connectivity issues that you may experience when using AIG Go WC. In addition, you acknowledge and agree that you (and not us) are responsible for obtaining and maintaining all telecommunications, broadband and computer hardware, equipment and services needed to access and use AIG Go WC, and for paying any data charges that may be charged to you by your network provider in connection with your use of AIG Go WC. In the event you utilize AIG Go WC (or authenticate your account) by phone or SMS/text functionality, you acknowledge and agree that you (and not AIG) are responsible for paying any related fees that may be charged to you by your network or telecommunications provider;

E. to the extent permitted by applicable law, to indemnify us for any claims, actions, demands, losses, liabilities, damages, costs and expenses (including legal expenses and other costs, such as attorneys’ fees) reasonably incurred by us that arise out of your use of AIG Go WC in breach of the AIG Go Terms. We reserve the right to assume the exclusive defense and control of any claim brought by a third party in
connection with your use of AIG Go WC and you agree to assist and co-operate with us in relation to any such claim; and

F. that AIG Go WC may contain links to independent third party websites or other applications ("Third Party Sites"). Third Party Sites are not under AIG’s control, and you agree that AIG is not responsible for and does not endorse or monitor their content or privacy policies (if any). Use of any Third Party Sites are at your own risk.

2. Restrictions:

You agree:

A. not to use AIG Go WC in any unlawful or unauthorized manner;
B. not to copy, modify, translate, transmit, distribute, adapt, reproduce, republish, decompile, reverse engineer, create derivative works from, sell, loan, lease, or disassemble any part of AIG Go WC in any manner;
C. not to use AIG Go WC to record, post or transmit any information, content or materials that are protected by copyright, trademark, confidentiality or any other proprietary right without the consent of the owner;
D. not to use AIG Go WC to record, post or transmit any content that is defamatory, threatening, abusive, offensive, obscene in nature, or which promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation, gender, or age or is otherwise objectionable;
E. not to use AIG in a way that could (i) damage, disable, overburden, impair or compromise AIG systems or security or (ii) restrict, inhibit or interfere with any other users ability to use AIG Go WC (including by hacking or defacing AIG Go WC);
F. not to collect, distribute, sell, or harvest any personal information or other data from AIG Go WC or AIG systems or otherwise attempt to decipher any transmissions to or from the servers running AIG Go WC, including, without limitation, by using any robot, spider, site search/retrieval application or other manual or automatic device to retrieve, index, "scrape," "data mine" or in any way gather AIG Go WC content or reproduce or circumvent the navigational structure or presentation of AIG Go WC;
G. not to use AIG Go WC in violation of any legal rights (such as rights of privacy) of others; and
H. not to use any user name or email address that is false, misleading or belongs to or is already being used by another person; that may be construed as impersonating another person; or that violates the intellectual property or other rights of another person. AIG reserves the right, in its sole discretion, to reject any username or request for access to AIG Go WC;

3. Important Notices:

A. The content contained in AIG Go WC is intended for informational purposes only. Users should not solely rely on the information or suggestions provided. Any information provided should not be relied on for the prevention or mitigation of any risks discussed herein.
B. Be sure to consult with your pharmacy and/or qualified healthcare provider for any questions related to medications and/or treatment.
C. The information provided on AIG Go WC does not, and is not intended to describe all of the terms, conditions, liabilities, jurisdictional requirements, regulatory requirements, statutory requirements, and/or legal responsibilities relative to the workers’ compensation claims process or any individual workers’ compensation claim. All workers’ compensation claims are subject to legal, regulatory, jurisdictional, and statutory requirements. Information provided on AIG Go WC is in no way intended as an admission by AIG Claims, Inc. or any AIG affiliated company and is not to be construed as legally binding on any party.
D. The information provided on AIG Go WC does not describe all of the terms, conditions, and exceptions applicable to AIG’s workers compensation insurance products and services provided. All workers compensation insurance coverage is subject to the terms and conditions contained in the policies issued. Workers compensation insurance product availability and coverage terms and conditions may vary based upon your individual circumstances and on the workers compensation laws of the jurisdiction in which you
reside. AIG reserves the right at all times to disclose any information it deems necessary to satisfy any applicable law, regulation, legal process or governmental request.

4. Acknowledgements and Other Important Terms:

A. Translations of any materials into languages other than English are intended solely as a convenience to the non-English-reading public. AIG has attempted to provide an accurate translation of the original material, but due to the difficulties of translation slight differences may exist. In the event of any conflict, the English language version shall prevail.

B. You may be subject to other agreements with AIG. These AIG Go Terms apply to use of AIG Go WC and do not change or alter any other contract or agreement between you and AIG.

C. If any provision of these AIG Go Terms is found to be invalid by any court of competent jurisdiction, that provision shall be enforced to the maximum extent permissible and the invalidity of such provision shall not affect the validity of the remaining provisions of these AIG Go Terms, which shall remain in full force and effect.

D. AIG may change or revise the AIG Go Terms from time to time at its discretion without notice. You are bound by any such revisions and should therefore periodically visit this page to review the then-current conditions. Your access and use will be subject to the most current version of the AIG Go Terms.

5. Contact

If you experience any technical issues with AIG Go WC you can contact AIG by phone CA/US at 1 844 424 4630 or email at AIGGOWC@aig.com. For other methods of notifying AIG regarding your claim, please refer to your policy documentation.