

AIG Multinational Training Curriculum

Frequently Asked Questions

Q What are the benefits of this training curriculum?

Our goal is to offer a comprehensive training curriculum to our clients and broker partners to help build knowledge of multinational risks and the ever-changing complexities of global insurance programs, drive stronger client servicing, and help identify new opportunities. We hope it will not only enrich your knowledge of Multinational concepts, but also help to establish a common understanding of terminology and timelines to improve efficiencies and to help reduce rework. And of course, completing our courses will enable you to receive Continuing Professional Development credits.¹

Q Do I need to complete the Fundamentals course before launching the Intermediate?

No. Both courses are available to be completed, self-paced, at any time – launch the Fundamentals course to learn about the basics of Multinational insurance; complete the Intermediate course to delve deeper into Multinational insurance concepts and practical case studies. We welcome you to take one or both, in any order, depending on your familiarity with the subject.

For your reference, the learning objectives for each course are listed below.

After completing the Introducing Multinational Fundamentals (Foundational) course, you should be able to:

- Define and explain what a multinational company is.
- Track the expansion of multinational business (market overview).
- Identify the need for multinational insurance solutions around the world.
- Summarize what insurable multinational risks are.
- Explain typical multinational company risks.
- Define multinational insurance alternatives:
 - Local Policies
 - Global Policies
 - Controlled Master Programs (CMPs)
- List the key features and benefits of each of the alternatives.
- Describe multinational insurance options available to protect worldwide operations.
- Identify potential obstacles to consider while choosing a multinational insurance program.
- List considerations when choosing the right multinational insurance partner.

¹ Each course has been granted Continuing Education (Continuing Professional Development) credits in the following locations: Australia, Belgium, Canada (Alberta, BC, Ontario, Quebec), Ireland, UK, U.S. (California, District of Columbia, Florida (webinar/classroom delivery only), Georgia, Illinois, Massachusetts, New York, Ohio, Pennsylvania, Texas, Washington).

After completing the Controlled Master Program Essentials (Intermediate) course, you should be able to:

- Become familiar with the options available to insure risks around the globe.
- Explore key design features of Controlled Master Programs (CMPs), including the use of:
 - Difference in Conditions (DIC) and Difference in Limits (DIL)
 - Financial Interest Clause (FIC)
- Learn more about the importance of compliance in executing CMPs Discover the CMP value for clients and brokers.
- Learn how to apply the three main principles of program management:
 - Standardization
 - Alignment
 - Communication
- Explore the roles and responsibilities of each key stakeholder in a CMP.
- Find out more about the CMP lifecycle and the principles of program management.
- Learn more about the activities in each step of the three main phases of designing a CMP:
 - Before inception
 - At inception
 - After inception
- Find out more about how claims in a CMP are:
 - Handled
 - Reported
 - Settled
- Explore the requirements to consider when designing and executing a CMP.
- Learn more about different challenges that can impact the development and implementation of the CMP.

Q How do I launch the course(s)?

Visit aig.com/multinational to register for the training. Upon submitting your registration details, you will be taken to the learning portal landing page. Simply click on your region to access the courses and instructions about receiving the Continuing Professional Development credits. Select the course you'd like to take and launch the training.

Q Is this training only available online? Can I attend a virtual / in-person session?

Both courses are available online to be completed, self-paced, at any time. Please reach out to your local AIG Broker Engagement Leader for more information about the availability of virtual/ in-person sessions offered in your region.

Q Are the courses available in my local language?

At present, the courses are offered in English via the online learning portal. We are exploring the possibility of offering translated courses in the future. Please also ask your regional AIG Broker Engagement Leader about the availability of live/virtual options delivered in your local language.

Q Will there be additional courses added to the curriculum?

Yes. We plan to offer an advanced-level, in-person course in the future, which will focus on complex Multinational risks, including captive services and understanding local requirements. Please stay tuned for further details.

Q Can I receive Continuing Education (Continuing Professional Development) credits for completing this training? What if I am licensed in more than one U.S.-state / location?

Yes. We are pleased to say that each course has been granted accredited status in select locations. To redeem credits for your location(s), please follow the instructions on the regional pages of the course learning portal.

Q Do I need to complete an exam to receive credit for the course(s)? Will I receive a Certificate of Completion upon finishing the training?

Yes. Each course offers the option of a final assessment for those that wish to submit the results to obtain Continuing Professional Development credits. The exam structure follows the prescribed regional guidelines and can be launched for your specific region after all four modules of the training have been completed. Each learner is allowed three (3) attempts to pass; upon a successful completion of the exam, you will be given the option to generate a Certificate of Completion indicating the course name, location and passing score. Please follow the instructions for properly submitting the course details to obtain the Continuing Professional Development credits for your region.

Q Where can I find additional details about this training?

For additional details about our course offerings and virtual sessions, as well as links to our promotional materials, we welcome you to explore our website and visit our social media channels for updates. If you have any questions or feedback, please reach out to your regional AIG Broker Engagement Leader, refer to the contacts provided in the regional pages of the training platform, or submit your comments to multinational@aig.com

