

## Cut through the crowded insurance marketplace and get what you need with this guide to Why AIG:

- Connecting you with world-class AIG Claims leadership
- Highlighting AIG Claims key areas of differentiated value
- Showcasing why we have an industry leading Claims position in the marketplace

## The AIG Advantage

### Claims Relationship Focus

- Embeds claims engagement teams throughout the account lifecycle who partner with clients and brokers to support AIG underwriting and lead the overall claims process in response to client needs
- Proactively approaches each claim as a significant client event requiring timely communication and collaboration leading to effective resolutions aligned with the client's financial, reputational, and business continuity priorities
- Utilizes AIG's IntelliRisk® RMIS system to help our clients manage their total cost of risk through data-driven analytics that deliver risk management insights and strategies

#### WHY IS THIS IMPORTANT?

AIG invests in dedicated claims engagement experts, focused on supporting clients and their complex claims.

### Claims Specialization

- Provides tenured team of 1,900+ dedicated claims professionals in North America with specialized expertise by lines of business and specific products
- Assigns claims across all lines of business by degree of complexity ensuring the right expert is assigned to the right claim at the right time
- Seamlessly partners with third-party experts, including elite defense firms at pre-negotiated rates

#### WHY IS THIS IMPORTANT?

No matter the type of claim or complexity, our experts resolve claims as quickly and efficiently as possible.

### Unparalleled Global Reach

- Coordinates across underwriting, clients, brokers and claims to create global claims handling instructions and requirements ensuring alignment and accountability
- Mobilizes North America and Multinational claims experts who collaborate with clients and brokers to provide consistent claims handling around the globe
- Issues claim payments in local currencies and via foreign bank transfers around the world

#### WHY IS THIS IMPORTANT?

AIG's claims platform supports clients around the world.

**1,900+**  
**dedicated**  
**North America**  
**claims**  
**professionals**

**\$9.8b in**  
**North America**  
**claims paid**  
**in 2021**

**Operating in**  
**45+ countries/**  
**jurisdictions**  
**with 150+**  
**claims offices**

For examples of AIG Claims in action, please see our Why AIG Product highlight sheets at [www.aig.com/whyaig](http://www.aig.com/whyaig)

## Why AIG Claims Specialists



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## AIG Claims Resources on the Web

Claims Capabilities & Claim Reporting by LOB: [www.aig.com/claims-capabilities](http://www.aig.com/claims-capabilities)

Loss Runs & IntelliRisk®: [www.aig.com/intellirisk](http://www.aig.com/intellirisk)

CAT Prep & Disaster Recovery: [www.aig.com/cat-preparedness](http://www.aig.com/cat-preparedness)

Workers' Compensation Claims: [www.aig.com/wcclaims](http://www.aig.com/wcclaims)

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