

Wherever your business takes you in today's rapidly expanding world, AIG will be there to help you manage your risks with confidence — keeping your organization safe, compliant and protected across borders.

Introducing a New Process

The best executed multinational programs rely on preparation and accountability across all parties — client, broker and insurer. That's why we've designed a collaborative, technology-enabled process that delivers expert program design, contract certainty, and other essential benefits our clients can rely on around the world. AIG's new, proactive approach is informed by nearly a century of global experience. Building the optimal multinational program for your needs starts by engaging early, working towards agreed timelines, and communicating effectively with local entities.



180-120 Days



Understanding Your Business

Well in advance of your program inception date, AIG will work with you to understand your objectives and anticipate your needs. We'll consider various aspects of program design, provide valuable territorial analysis and uncover local requirements — guiding you every step of the way.

Bottom Line:
Start Early. Invest the time upfront so we can identify issues, gather information and start building a program designed to meet all your insurance needs.

120-60 Days



Client Assessment and Proposal

Following receipt of the submission, AIG aims to deliver a complete proposal with country level details at least 60 days prior to the inception date. This proposal will include not only overall price, but all the program deliverables; terms and pricing for each policy, product and service; as well as guidance on what you need to do next and by when.

Bottom Line:
Communicate Details. Obtaining a timely and detailed submission will allow us to deliver a thorough proposal and actionable information.

60-30 Days



Bind and Release Network Instructions

An early order to bind puts us in the best position to get policies issued and invoiced promptly, with adequate time to execute locally and avoid issues with program implementation down the road. We'll partner with you and your broker to ensure stakeholders in each country are aligned and know what they need to do in order to implement your program locally.

Bottom Line:
Proactive Country Alignment. Early agreement on program terms, deliverables, and special handling requirements allows all stakeholders to align on program processing requirements.

45-0 Days



Pre-Issuance Regulatory Requirements/Policy Issuance

Close collaboration and thoughtful timing pave the way for smooth program implementation. All local pre-issuance regulatory requirements are completed, local policies and insurance certificates are issued, premiums are invoiced and payments are processed. AIG will provide regular status updates to address issues quickly and avoid unanticipated expenses due to delayed policy issuance.

Bottom Line:
Timely Execution. Review progress and collect any missing documentation to avoid delays and frictional costs.

From Policy Inception



Timely, Efficient Claims Servicing

With full contract certainty, you can count on our dedicated team of claims experts standing ready to respond to a loss wherever and whenever it occurs. Having local claims professionals across our AIG Global Network allows us to deliver unparalleled service focused on fast response and expert help in loss mitigation.

Bottom Line:
Reliable Expert Claims Support Worldwide. No matter where in the world a loss occurs, you can count on a fast response and expert support.

Together, we take a proactive approach to get your multinational program issued, invoiced and implemented on or before the inception date.

What Does AIG Promise?

When all parties commit to the timeline and deliverables, AIG provides synchronized and timely issuance of policy documents at inception.

Our process will guide you through the complexities of local requirements. This means more accurate, effective program management and fewer delays.

Why is it Important to You?

Local policy issuance ensures contract certainty, adherence to local standards, and efficient claims servicing.

Late issuance of local policies and certificates can lead to coverage gaps, regulatory issues, or conflicts with local proof of insurance obligations. Should a claim occur, you may not be able to have the loss adjusted and paid locally, resulting in possible penalties or tax/regulatory implications. Having a local policy in hand at the time of an insured loss enables fast, local response and appropriate handling of payments.



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Why Quote and Bind Early?

- You have a country in your program that requires cash before cover, necessitating local premium invoicing, premium collection and policy issuance before inception.
- You need time to gather additional information for policy issuance documentation required in certain countries prior to policy issuance.
- You have a country in your program that requires broker or client signatures on the local application or policy.

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