

## 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



**Conor Murray**  
*North America Chief  
Claims Officer*

[conor.murray@aig.com](mailto:conor.murray@aig.com)



**Peter Macdonald**  
*Head of Casualty & Workers'  
Compensation Claims & Medical  
Management Services*

[peter.macdonald@aig.com](mailto:peter.macdonald@aig.com)



**Dean Owens**  
*Head of Property Claims*

[dean.owens@aig.com](mailto:dean.owens@aig.com)



**Alexandra Furth**  
*Head of Claims,  
Lexington Insurance*

[alexandra.furth@aig.com](mailto:alexandra.furth@aig.com)



**Becky Cameron**  
*Head of Claims, Canada & North  
America Accident & Health*

[becky.cameron@aig.com](mailto:becky.cameron@aig.com)



**Rita Perez**  
*Head of Financial  
Lines Claims*

[rita.perez@aig.com](mailto:rita.perez@aig.com)



**Brian Brown**  
*Head of Claims Account  
Relationship Management*

[brian.brown@aig.com](mailto:brian.brown@aig.com)



**Andy Chiu**  
*Head of Staff Counsel  
& Coverage Counsel*

[andy.chiu@aig.com](mailto:andy.chiu@aig.com)

## 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)

FOR AGENT/BROKER USE ONLY. NOT FOR PUBLIC  
DISTRIBUTION OR SOLICITATION.

The scenarios described herein are offered only as examples.  
Coverage depends on the actual facts of each case and the  
terms, conditions and exclusions of each individual policy.  
Anyone interested in the above product(s) should request  
a copy of the standard form of policy for a description of  
the scope and limitations of coverage.

AIG is the marketing name for the worldwide operations of American International Group, Inc. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries and jurisdictions, and coverage is subject to underwriting requirements and actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds.

© American International Group, Inc. All rights reserved.