

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.

**1,200+
dedicated
North America
claims
professionals**

**\$9.3b in
North America
claims paid
in 2023**

**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

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AIG Claims Resources on the Web

Claims Capabilities & Claim Reporting by LOB: www.aig.com/claims-capabilities

Loss Runs & IntelliRisk®: www.aig.com/intellirisk

CAT Prep & Disaster Recovery: www.aig.com/cat-preparedness

Workers' Compensation Claims: www.aig.com/wcclaims

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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.

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