

WINNING WITH AIG

## Help when it matters most



### Construction UK

Our construction book of business underwritten in the UK includes some of the world's largest energy and construction projects ranging from construction of large oil and petrochemical refineries to construction of mass transportation systems around the world.

Not only will we help you when a claim occurs, but we will also help you limit potential claims in the first place. Utilising our loss scenario workshops, global claims data, fraud trend analysis and expertise around new exposures, we help to reduce and manage your risks more effectively.

#### Giving you Confidence

With over 50 years' experience in dealing with all types of energy claims which may represent both financial and reputational risk to our clients – you have the confidence in our knowledge and resources to manage these promptly and effectively utilising our worldwide expertise – including claims that span multiple jurisdictions.

#### Working in Partnership

We work in partnership with our clients and their brokers and encourage our clients to meet with our claims professionals before they have a claim to establish positive relationships, to discuss hypothetical scenarios and to set expectations and define protocols in the event that a claim occurs.

#### Client Focused

Delivering the right service in the right timescale

#### Insights and Emerging Risks

# AIG CLAIMS

Service Excellence

Benchmark for Quality

Problem Solver of Choice

Technical Leadership

#### Our Energy Claims Promise

In the event of a major claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, we promise to provide the Policyholder with immediate working funds of up to 50% of our share of the agreed estimate within 7 days for:

- Property damage/repairs
- Clean-up costs
- Extra expense/increased cost of working



## Technical Leadership

Across the UK we have dedicated specialised Energy claims professionals, the majority of whom have over a decade's worth of experience.

With a larger and more varied portfolio of claims than most of our competitors, we deal with over a thousand Energy claims in the UK each year – giving our clients comfort of our experience in handling all types of claim situations, including the particular requirements associated with Delay in Start Up losses.



## Service Excellence

**Site Visits** – In the event of a significant claim to the insured AIG ensures our staff, where possible, or representatives attend the site at the earliest opportunity to enable swift decision making.

**Cashflow** – We prioritise interim payments to support clients' cashflow in their moment of need.

**Proactive Communication** – We ensure our clients are kept updated at key stages of a claim through our 'Moments of Truth'.

**Understanding our clients' business** – Our AIG claims professionals are aligned to specific insureds, promoting mutual understanding of business factors and giving our clients a service tailored to their requirements, while being a single point of contact throughout the lifecycle of the claim.

## i Insights and Emerging Risks

### Client workshops

Our workshops have been a great success with clients throughout the world. We structure them around clients' needs – from single hour sessions to all day events. Typical content includes:

- Analysing the clients' operations, highlighting key locations and exploring their vulnerability to particular perils.
- Where Delay in Start Up cover has been purchased, AIG strongly advocates 'project monitoring' be implemented from the outset of the Project.
- Creating mock loss scenarios at key parts of the clients' operation and walking the client through the claims response process.
- Defining the claims team and identifying key experts in advance, e.g. Loss adjuster, accountant or engineer and introducing them to the client.
- Focussing on specific areas of the client's policy wording, selecting particular sections and then discussing the practical implications for the client.

### Did you know?

AIG has either led or been a prominent insurer on most of the world's major construction projects over the past 20+ years.

### Key UK Construction Contact

#### Adrian McAndrew

UK Head of Energy Claims  
Email: [Adrian.McAndrew@aig.com](mailto:Adrian.McAndrew@aig.com)

### Energy Market Claims Expertise

Oil and Petrochemical

Mining and Related Activities

Chemical

Power and Utilities

Upstream

Renewables

Construction

Captive/Risk Management

Terrorism

Cyber

## For more information please contact your local AIG representative or visit [aig.com/claims](http://aig.com/claims)

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