

WINNING WITH AIG

Help when it matters most



Crisis Solutions

Business and individuals alike can face the risk of crisis events and situations in everyday modern life. Our Crisis Solutions policy provides traditional Kidnap & Ransom cover and our product innovations now provide increased coverage reflective of the shift in geopolitical environments.

Our adjusters handle all sizes and types of claims against all businesses and private clients, ranging from serious traditional kidnap and extortion events to threat, assault and activist events.

Our national contacts and global network provide us with access to the best advisers. No matter the size of your business, family wealth or the claim you are facing, a dedicated claims adjuster will be assigned to your case, along with a dedicated specialist response consultant, who will work with you to resolve the incident, protect your financial interest and professional or personal reputation and minimize the disruption to your business and/or families. Not only will we support you when you face a claim, but we will also help you to reduce and manage your risks more effectively.

Giving you Confidence

We know that our insureds can encounter events which could harm their business and damage their reputation. Furthermore some events can cause distress to family members.

Confidentiality is at the forefront of everything we do. Our claims adjusters are used to dealing with highly sensitive matters that represent both financial and reputational risks to our clients. We are able to deal effectively and discreetly with all types of claims wherever they occur.

Working in Partnership

We work in partnership with our clients, their brokers and the crisis response consultants.

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



Technical Leadership

AIG has been writing K&R risks for over 40 years and our clients have the reassurance of knowing that AIG’s strength in this specialist area has never been greater and our highly experienced claims teams are there to support them every step of the way.

Our specialist Crisis Solutions adjusters’ expertise will be on hand when a claims situation occurs. Our adjusters have the experience and know-how to guide you through the claims process and co-ordinate with the crisis response consultants who will communicate with you as often as necessary, to protect clients from the most critical risks. We have a global network of specialist advisers who can provide our clients and brokers with the support they need.

You can be confident that when claims arise, our team has the strength, expertise and experience to protect and support our insureds.

“Thank you also for your extremely professional and prompt service throughout this – it makes my life so much easier”

Quote from Broker

★ Service Excellence

Our Claims Adjusters are specialists in their field, providing you with the expertise you need.

You will have a single point of contact throughout the lifecycle of the claim.

Our claims team are located close to the Crisis Solution underwriters which enables a joined up and coordinated approach.

i Insights and Emerging Risks

Consultant Support

AIG’s Crisis Solution insurance is enhanced by our AIG consultancy team together with key vendor partners offering a range of consultancy services to policyholders including prevention advice and contingency management planning.

These include but are not limited to:

- An initial onboarding call to discuss possible risk exposures to employees and their families.
- Situation Awareness guidance material.
- Active assailant advisory material.
- Kidnap management and avoidance presentation.
- Country evacuation guidance.
- Health lockdown considerations guidance.
- Initial incident management guidance.
- Guidance and recommendations on high risk environments as well as threat assessments.

Global Assist and AIG’s Travel App

All customers have free access to our online travel and country risk assessment site as well as the AIG travel app.

Key UK Financial Lines Claims Contact

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Claims experts in the following products:



Directors & Officers



Professional Indemnity



Financial Institutions



Cyber/ Tech/ Media



Employment Practices



Kidnap & Ransom



Fidelity



Mergers & Acquisitions



Pension Trustee

For more information please contact your local AIG representative or visit aig.com/claims

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