



# When the unexpected occurs A policy is just the beginning...

The merits of any insurance program, captive fronted or otherwise, are determined by the quality of the claims response. With AIG, captive reinsurers have access to our global network of specialist adjusters who understand the complex legal landscape.

## Preparation, collaboration and communication are the key ingredients for the success of any captive program – and that includes knowing exactly how a program will respond in the event of a claim.

Our knowledge and understanding of applicable local laws and international conventions enables us to resolve claims quickly and effectively, delivering tremendous benefits to our clients.

AIG's captive fronting clients have full access to and benefit from our industry-leading claims teams located in over 150 offices globally, ensuring exceptional, consistent service anywhere in the world. We can mobilize our specialists across our expansive global network in a matter of hours to provide local claims support, respond at the scene and identify resources to help minimize downtime and limit business interruption. With decades of experience in identifying emerging risks and trends, we can help you manage your exposures and mitigate future risks with confidence.

## The AIG Multinational Claims Advantage



### Customer Focused

- Claims engagement teams embedded throughout the program lifecycle
- Proactive approach in which each claim is handled as a significant client event requiring timely communication, collaboration, and effective resolution aligned with financial, reputational, and business continuity priorities



### Claims Specialization

- Claims assigned across all lines of business by degree of complexity, ensuring the right specialist is assigned to the right claim at the right time
- Seamless partnerships with local operations and third-party experts



### Global Reach

- Central coordination across underwriting, clients, brokers, and claims to create global claims handling instructions ensuring alignment and accountability
- Claim payments available locally under local policies across our global network



### Risk Management Tools

- Real-time, data-driven analytics from AIG's IntelliRisk® system\* to help clients manage their total cost of risk and deliver risk management insights and strategies
- Customized network claims summaries and dashboards

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**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)**

\* Where permitted.