



# CLAIMS FIRST

Confidence through partnership



## AEROSPACE EUROPE

Experiencing a loss can be a devastating experience. However big or small, our priority is to resolve your claim as quickly as possible, whilst providing you with the personal and proactive support you need to get you or your business back on your feet.

Not only will we help you when a claim occurs, but we will also help you mitigate potential claims in the first place. Through our 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 70 years' experience in dealing with highly sensitive claims which may represent reputational risk to our clients - you have the confidence in our knowledge and resources to manage these discretely and effectively.

### Working in Partnership

Having a close partnership with our clients is essential and we meet prior to a claim to discuss hypothetical scenarios and to set expectations in the event that a claim occurs. When a claim does occur we always take a pragmatic approach and ensure we take our client's requests and views into account.



### Introducing our Unique Aerospace Hull Claims Promise

AIG agree to pay a minimum of 50% of their portion of coverage within 7 days of the confirmation of coverage, all financial interest/title and receipt of a signed release for all hull claims.



## Technical Expertise

Your AEL Aerospace Claims Team – Extensive experience in handling major losses across the globe.



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"I just wanted to thank your team for the excellent service that they have provided as in respect of the claim. It's good to know that when something major goes wrong, AIG can be relied upon to respond in the "right way". The insured is extremely pleased with how this unfortunate incident has been handled and I am sure will sing your praises if asked by their peers or by anyone else for that matter."

Quote from Broker



## Responsiveness

Highly responsive global claims management

With claims departments located in the United Kingdom, United States, Singapore and offices worldwide we are available 24 hours a day 7 days a week

## Did you know?

**Multinational** – We provide seamless coverage for Multinational businesses of all shapes and sizes supporting Local, Global and Controlled master programs



## Risk Insights & Trends

Surveys and Site Reviews for Airports and Airport Operators

Our Aerospace Loss Control specialists undertake a 360° review of the safety management systems, procedures and training our clients have in place through an in-depth survey and one day site visit.

Balancing industry best practice guidelines with commercial realities, clients benefit from a detailed report outlining practical steps to refine their operations and improve their safety.



2,750

New advised Aerospace Europe Claims in 2017



51%

of Claims had initial payment made within 7 days



\$302.2m

Paid out in Aerospace Europe Claims in 2017

**What we cover:** Airlines, Ground Handlers, General Aviation, Excess War, Products, Space, Airports