



CLAIMS FIRST

Confidence through partnership

UK FINANCIAL LINES

Being subject to a claim can be a challenging and disruptive 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.

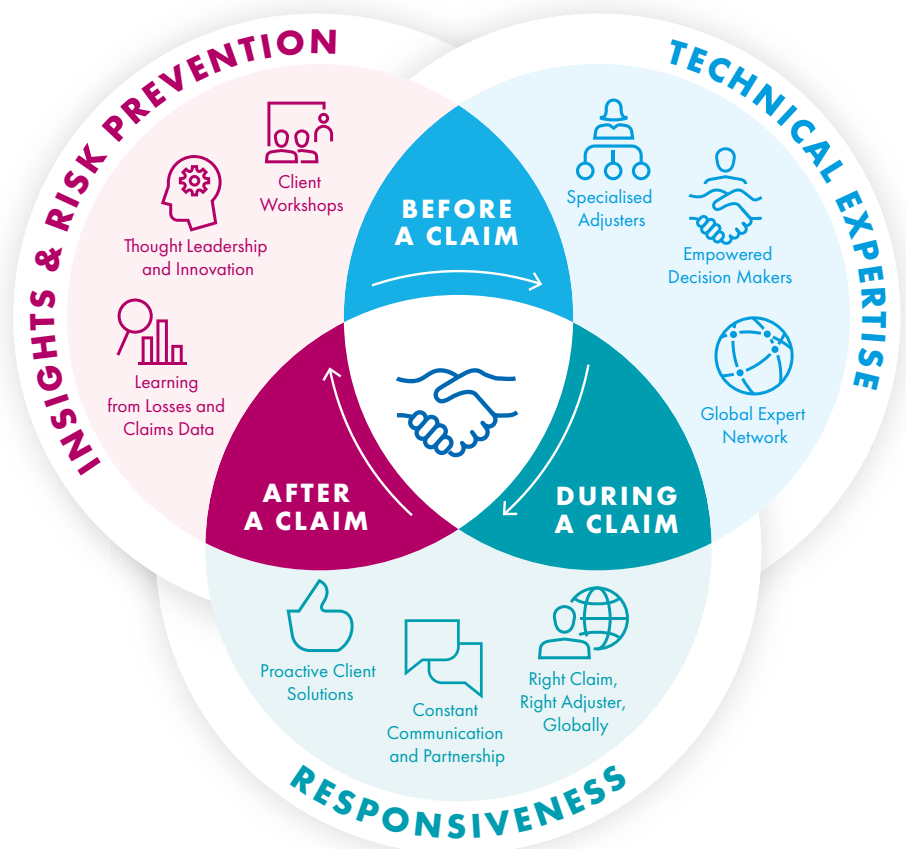
Not only will we help you when a claim occurs, but we will also help you mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise around new exposures, we help to reduce and manage your risks more effectively.

Giving you Confidence

Given the nature of our clients' businesses our insured's claims are often front page news. 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 and their brokers and encourage our clients to meet with our claims adjusters before they have a claim to establish positive relationships, to discuss hypothetical claims scenarios and to discuss the process in the event that a claim occurs.





Technical Expertise

AIG has been writing financial lines risks for nearly 40 years and has a larger and more varied claims portfolio than many of our competitors.

Our specialist financial lines claims team is one of the most experienced in the industry handling over 5,000 notifications in the UK each year. You can be confident that when a claims situation occurs our claims team has the expertise and experience to help you protect your organisation from the most critical risks.

"I am not very often moved to thank Insurers, but on this occasion it is certainly due. I have been very impressed with the way AIG and your appointed representatives have handled both the investigation and consideration of policy cover. This has been handled in a very professional manner from start to finish. In an era where many Insurers look for ways not to pay large claims, the process has been enlightening and has provided huge comfort to the client during a very stressful episode."

Quote from Broker



Responsiveness

Our Claims Adjusters are specialist by line of business giving our customer the right expert to deal with their claim.

We provide an initial response to claims within 5 working days.

We provide initial payment within 90 days on 69% of claims.

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

"It is a testament to the professionalism of your organisation that "when push came to shove" your support was of the highest order. On behalf of all stakeholders and particularly the 650 team members who now have a more secure future, I'd like to thank you for the support from your organisation, and you personally, at what has been a very difficult time."

Quote from Client



Insights & Risk Prevention

We can provide tailored workshops for our clients to:

- consider personal and financial risk in the event of a claim
- discuss notification and the claims process
- review lessons learned from claims scenarios

Did you know?

We provide key insights into risks affecting your business and the wider market

- Cyber – we can provide workshops on Cyber risks
- We recently published our thought leadership papers "The SME D&O Market: Debunking the Myth", "M&A Insurance Comes of Age", "Behind the numbers: Key drivers of cyber insurance claims" and "European Shareholder Class Action" which can be found on our website
- For tailored client services on risk insights please contact our claims team



\$241 m

Paid out in UK Financial Lines Claims in 2017

4,700

New advised UK Financial Lines Claims in 2017



In-house specialist UK Financial Lines Claims Adjusters

Claims experts in the following products:

Directors & Officers
Financial Institutions
Employment Practices
Fidelity
Pension Trustee
Professional Indemnity
Cyber/ Tech/ Media
Kidnap & Ransom
Mergers & Acquisitions

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

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