



CLAIMS FIRST

Confidence through partnership

MARINE

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 over 90 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 can work together 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 AIG Marine Cargo Claims Promise

In the event of a first party claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, should our policyholder require it, AIG promises to provide immediate working funds of 50% of our share of the agreed estimate within 7 days for:

- Property damage/repairs
- Sue and Labour
- Debris removal, if applicable



Technical Expertise

Segmenting our claims by value and complexity into our three different centres of excellence, Express, Complex and Major Loss means our clients benefit from our network of specialised adjusters with the right expertise to manage their claims and provide a swift claims resolution.

Our global networks of specialist adjusters understand the complex legal landscape. Our knowledge and understanding of applicable local legislation and international conventions enables us to resolve claims quickly and maximise recoveries, delivering tremendous benefits to our clients.

“We always looked at AIG as [the] model to be followed in the insurance industry... As promised, we have already instructed our brokers to always seek support from AIG on all of our insurance requirements”

Client’s Risk and Insurance Manager



Insights & Risk Prevention

Marine Loss Control Engineering (MLCE) – Our Marine Loss Control Engineering team provides a wide range of expert risk management services to identify, quantify and minimise clients’ marine exposures. We are a global network of strategically placed marine consultants averaging 25 years of industry experience. Most have sea-going backgrounds, licensed as Master Mariners supported by wide complementary experience as former cargo surveyors, port captains, stevedores and specialised expertise in areas such as supply chain security, logistics, and cargo packaging.

Claims scenario workshops – We are on hand to run through potential claim scenarios with our clients prior to binding cover to ensure alignment between policy coverage and client expectations



Responsiveness

Value Based Adjusting for our First Party Cargo Claims – Value Based Adjusting (VBA) is our approach to becoming more efficient in enhancing our clients’ claims experience through faster claims processing. The VBA initiative incorporates a new set of criteria which helps facilitate expedited handling of claims and reduces documentation requirements for our clients. Due to VBA we’ve already seen a reduction in lifecycles of eligible claims by up to 70%.

Proactive communication – Our proactive response to claim notifications ensures that our clients know who has taken ownership of their claim from an early stage.

Understanding our clients’ business – Our specialist claims adjusters can be aligned to individual insureds when required. This promotes the mutual understanding of business factors and provides our clients with a service tailored to their requirements, whilst being a single point of contact throughout the lifecycle of the claim.

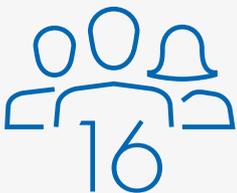
5,800+

Claims notified in 2017 for the UK Marine team



US\$88m+

Marine claims paid in 2017



In-house specialist UK Marine Claims Adjusters

Products covered by Marine Claims

- Cargo
- Freight Services Liability
- Port & Terminal Operators’ Liability
- Charterers’ Liability
- Stock throughput
- P&I
- Ship repairers’ Liability
- Warehouse keepers’ Liability
- Project Cargo

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

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