



CLAIMS FIRST

Confidence through partnership

MOTOR UK

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.

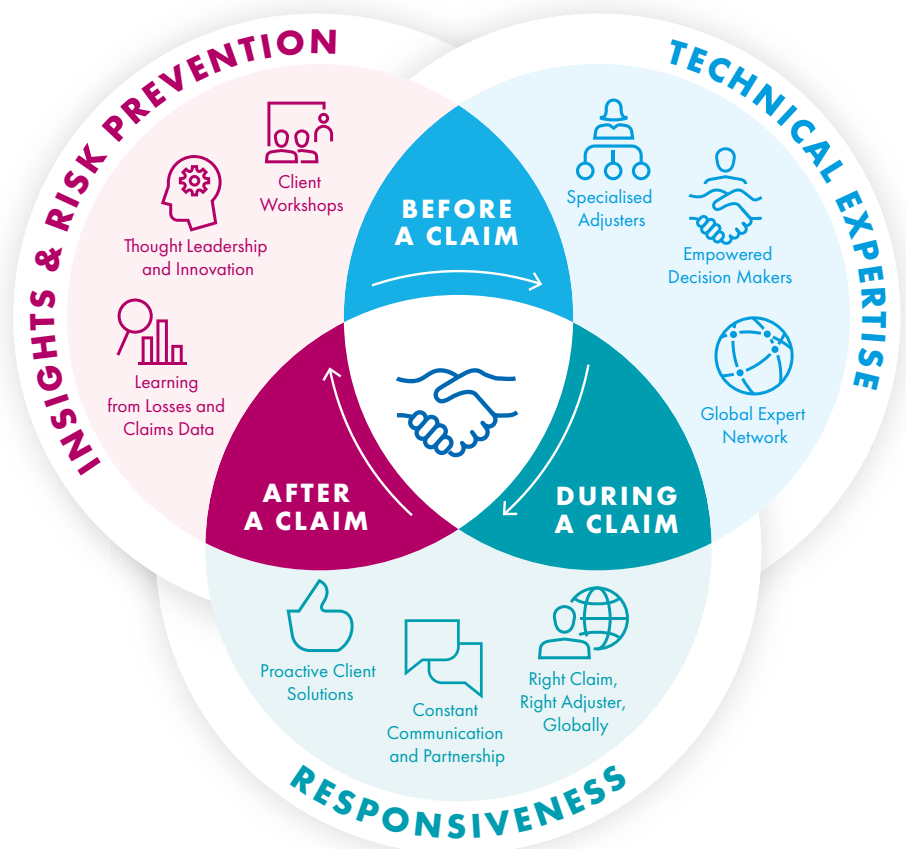
Not only will we help you when a claim occurs, but we will also help you mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise around new exposures, we help to reduce and manage your risks more effectively.

Giving you Confidence

With unparalleled global expertise, technical knowhow and investment in innovation, our UK award winning claims teams know the best guidance to give and the best steps to take because whatever the scenario we've seen something like it before.

Working in Partnership

In the UK, responding to a claim is never a process, it's a partnership. Thanks to our global network we can mobilise experts from around the world in a matter of hours to provide support, from transporting you home to limiting your business interruption. We work with you to share our decades of experience in emerging risks to help you avoid a loss in the first place.





Technical Expertise

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

Our highly trained claims adjusters ensure you have the right level of expertise in Bodily Injury, Property Damage, Credit Hire and Fraud to deal with your claim. We also have in-house appraisers who review non-approved estimates and achieve 20.7% savings on average from initial estimate costs.

Approved Repairer Services



Motor Repairs

Our Approved Repair Network has 315 body shops on their fixed network as well as 286 Mobile Repair Vans with the following services – all keeping vehicle off road time to a minimum.

- 1 day repair option for minor damage
- Free collection and delivery 24 hr 365 days a year
- Guaranteed repair quality with 3 year guarantee
- Free courtesy car where applicable
- Original Manufacturers parts used in all repairs
- Mobile repair available

National Windscreens

Glassrepairs – through National Windscreens

- 24hrs 365 days a year
- Road side service, depot service – as convenient to you
- No road side billing for excess and VAT



Responsiveness

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

We provide an initial assessment and response within 24 hours.

You will have a dedicated claims team to manage your claim.

In partnership with you we will keep you updated and involved at every moment of truth throughout a claim.

Innovation in Motor

Using Cloud technology AIG has the unique ability to take CCTV, Dashcam or images at the point at making a claim which helps establish liability quickly, speeds up claims resolution which are all in line with compliance and data protection.

Multiple images of the damage and accident can help:

- Speed up resolution of liability
- Helps the fight against fraudulent claims
- Support education around driver behaviours



Insights & Risk Prevention

Helping your clients avoid losses:

Claims review workshops

– we track claims trends, escalate any issues and hold frequent claims reviews with you to understand any patterns or trends that emerge.

Through our Client Risk Services

– we provide our customers with a comprehensive suite of selected vendor services to support with loss prevention.

Driver Training Solutions

– our customers can benefit from our driver training solutions supporting loss prevention.

Fraud Management

AIG has a dedicated Special Investigation Unit (SIU) which works collaboratively with our claims teams. The SIU team have access to the latest technology and subscribe to all of the industry data sharing forums. In 2017 we identified and successfully investigated 1300 fraudulent motor cases.



\$30.1m

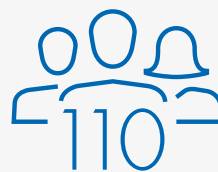
Paid out in UK Motor Claims in 2017

57%
of Claims closed within



39,900

New advised UK Motor Claims in 2017



In-house specialist UK Motor Claims Adjusters

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