



CLAIMS FIRST

Confidence through partnership

UK TRAVEL

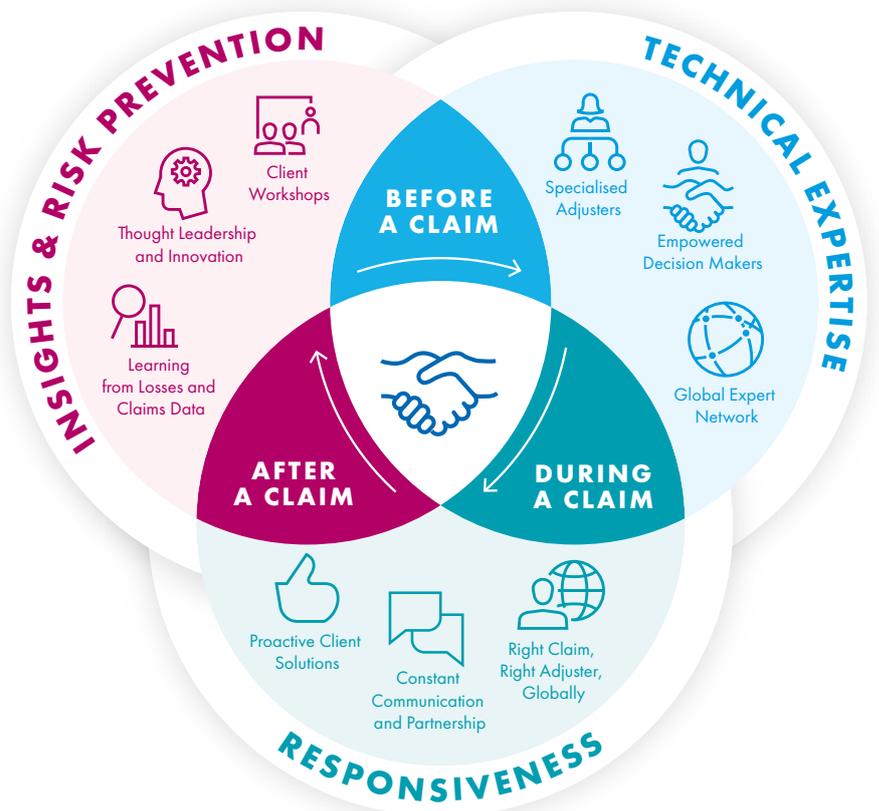
Today's organisations face a challenging reality - an increasingly global environment where travel requires unprecedented levels of planning and coordination. Whether they have a group of students or volunteers going on an overseas trip or production crews filming at their next site, managing group travel can be daunting. That's why we're here to do the heavy lifting.

We are the only major provider of Accident & Health insurance to have our own assistance company – AIG Travel. We operate out of eight strategically located service centres worldwide, delivering round the clock emergency support for our travellers 365 days a year.

All of our key functions, including assistance, medical, security, operations and claims work under the same roof. Working so closely means that we are able to provide seamless support to our clients – all the way from their initial call for help through to the resolution of their claim.

We think global, act local.

Our global reach extends to over 80 countries and jurisdictions. A worldwide network of multi-lingual medical specialists, security experts and travel specialists and eight 24/7 assistance centres help ensure that travellers are supported anytime, anywhere in the world and with local expertise.





Technical Expertise

- 40+ years' experience in managing the unique risks associated with travel
- Integrated claims and assistance service administration
- Access to over 650,000 medical facilities and professionals
- Security team with a broad spectrum of experience
- 100% active, US or UK board certified medical staff
- 40 languages spoken
- Member only assistance website and mobile app

"I just wanted to let you know that I have never dealt with an insurance company as efficient as AIG. I wish to thank you personally for handling my claim so promptly, professionally and efficiently. The paid out amount was already reflected in our bank account this morning."

Quote from client



Responsiveness

- Through our concierge service we aim to give customers a decision on the settlement of their claims for baggage and money losses within a 15 minute telephone conversation.
- When dealing with customers in emergency medical situations immediate validation of cover is vital. On-going and immediate support and communication to those in vulnerable positions keeps the customer at the heart of everything we do.

"I am pleased to say that I am completely happy with the service and the efficient way your staff dealt with my claim. Indeed very professional especially with the feedback and prompt handling of matters."

Quote from client



Insights & Risk Prevention

We use the NetPromoter Score (NPS®) and CES survey tools to measure the loyalty and advocacy of our relationships. These tools enable us to understand what our customers want and if we know what they want, we know what to deliver.

We are also focussed on customer complaints – our expectation is to handle 80% of all escalated complaints within 4 weeks and 95% within 8 weeks.

"I write to inform you that today I have received the payment and I want to thank you from the bottom of my heart for settling my claim in an efficient manner. Thank you"

Quote from client

19,000
new advised UK Travel claims in 2017

£20m+

15

In house specialist Express, Complex and Major Loss claims adjusters

40,000+
inbound phone calls answered in 2017

paid out in UK Travel claims in 2017

Specialised Functions:

- First Notice of Loss
- Anti-Fraud
- Quality Assurance
- Compliance & Governance
- Management Information
- Cost Containment & Recoveries
- Vendor Management
- Medical team
- Training & Competency
- Assistance Co-ordinators

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

American International Group, Inc. (AIG) is a leading global insurance organisation. Founded in 1919, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: <http://www.linkedin.com/company/aig>. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties.

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