



CLAIMS FIRST

EL & GL UK

Confidence through partnership

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 coverage and crisis management to limiting your business liabilities. 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 employers liability and general liability risks for over 50 years, with a wider and more varied claims portfolio than many of our competitors.

Our highly trained in house claims teams are experts in injury, product recall, disease liability and fraud. We provide onsite technical investigation from our expert field force and our Major Loss team have experience of managing multi million pound multinational losses.

Did you know?

94% Customer satisfaction in 2019 from our Key Customer Initiative

- Dedicated claims team with a single senior claims point of contact
- Qualitative data to shape our claims service
- Award winning Disease Workshops
- Accident Investigation Workshops



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 Casualty

Using Cloud technology AIG has the unique ability to take CCTV 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
- Supports accident prevention



Insights & Risk Prevention

Helping your clients avoid losses:

Claims Training Workshops – through our award-winning Disease and Accident Investigation workshops we provide on site training for clients to improve response, defensibility, accident reporting and prevention.

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

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.

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 cases.



In-house specialist UK
Casualty Claims Adjusters



\$124m+

Paid out in UK Casualty
Claims in 2018



9,823

New advised UK Casualty
Claims in 2018

Key UK Liability Contacts

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