



# CLAIMS FIRST

Confidence through partnership

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.

Helping you avoid losses by sharing our market leading insights, data analytics and providing you with workshops to help you understand risks and how to avoid them.

Global network of specialist adjusters working in partnership with you, all empowered to make decisions to provide a swift claims resolution.



Proactive support tailored to get you back on your feet with speedy solutions for simple claims and expertise for complex claims, wherever you are in the world.

## 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.

## At a glance



Specialist claims teams which include Cyber, M&A, Aviation, Multinational and many others.



UK claims staff ready to assist our clients in the event of an incident.



Claims staff worldwide. We stand ready to serve our clients' claims wherever they are.



of UK loss adjusters are specialised to handle Liability, Financial Lines, Property and Special Risk claims. They all have the authority to resolve claims, making the decision process as fast as possible for your clients.



The number of countries and jurisdictions where we service claims.



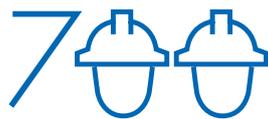
The average experience our global claims staff have amassed in the insurance industry.



The number of UK major loss adjusters we have managing our largest losses.



A single dedicated loss adjuster assigned within 48 hours to manage your claim. Personally tailoring their approach to your clients' needs to own and resolve the claim.



The number of global AIG engineers connected to support our claims universe. Industry experienced to apply lessons learned to help mitigate future claims.



The number of client workshops we ran globally in 2016. Workshops designed and built to focus on individual client exposures and facilitated by AIG experts with specific industry knowledge and insights.



Over **£1.8bn**  
The total amount of claims paid in 2016.

**For more information please contact your local AIG representative or visit [aig.co.uk/claims](http://aig.co.uk/claims)**

To make a claim:  
**+44 (0)20 7954 7000**  
[aig.co.uk/claims](http://aig.co.uk/claims)

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