

# CLAIMS FIRST

Confidence through partnership

## Claims Account Relationship Team

We pride ourselves on the quality of our claims teams and their ability to deliver service that our clients expect and can rely upon. Our Claims Account Relationship Team helps AIG in the UK to stay close to our business clients. The team facilitates action, provides advice and assistance to ensure that our clients receive the comprehensive claims service offered by AIG.

Their main roles and responsibilities are as follows:

- Work with our claims teams across all lines and regions, including AIG's global network, to ensure consistency of service.
- Act as a conduit between AIG companies, clients and brokers
- Provide claims focal point for clients and brokers
- Maintain open communication with clients and brokers throughout the year
- Develop and execute bespoke account claims strategy for major clients
- Address and resolve claims servicing issues

Beyond this, the Claims Relationship Team also takes a lead in implementing new AIG-wide strategic claims service programmes. All are senior claims professionals with many years experience. With no assigned claims caseload, they are free to focus on client service delivery and ensuring that this culture is continually instilled into AIG UK's technical and day-to-day claims operations.



### Ian Allan

Claims Account Relationship Manager  
Manchester  
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Ian is the appointed leader of the Claims Account Relationship Managers. Ian joined AIG in May 2004, and had already accrued over 16 years' claims handling experience in other organisations. He started his career in Leeds as a casualty claims handler dealing with Employers Liability, General Liability and Property claims. Ian headed up the General Liability team for an international brokerage firm in their Leeds office, before joining AIG as a Senior Casualty Claims Adjuster and then going on to hold several roles before transitioning to Client Engagement where he oversees a portfolio of Multinational and Risk Managed Clients.



### Fiona Miller

Claims Account Relationship Manager  
Croydon  
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Fiona began her career in insurance at AIG in 1989, working for AIG Direct in the personal accident and travel claims department. Fiona moved across to AIG Commercial Insurance in 1998 taking the role of a Senior Claims Adjuster within the Accident & Health Department and became the Line Manager in January 2007. Fiona joined the Client Engagement Team in October 2008 as a Claims Account Relationship Manager. Fiona is currently aligned to our US Multinational Practice where she is the UK representative for US Produced business.



### Jonathan Reed

Claims Account Relationship Manager  
Croydon  
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Jonathan has had experience in the London insurance - market, since 1985 including 12 years as a Lloyd's broker. Jonathan joined AIG in February 1997 as a senior claims adjuster in Financial Lines, promoted to Line Manager in 2003. In Feb 2006 he became a Claims Account Relationship Manager servicing a wide portfolio of a varied portfolio Multinational Risk Managed accounts.



### Carmela Claydon

Claims Account Relationship Manager  
London  
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With over 12 years' experience in the broker insurance market, Carmela joined AIG in July 2017 from Marsh where she was a Claims Consultant, managing a national and global client portfolio. Prior to this she was a multi-line Claims Adjuster for an independent London broker, however began her career post University as an Account Executive managing UK Private Client and Commercial books of business. Carmela is based in our London office and responsible for servicing a portfolio of Multinational and Risk Managed Clients.