

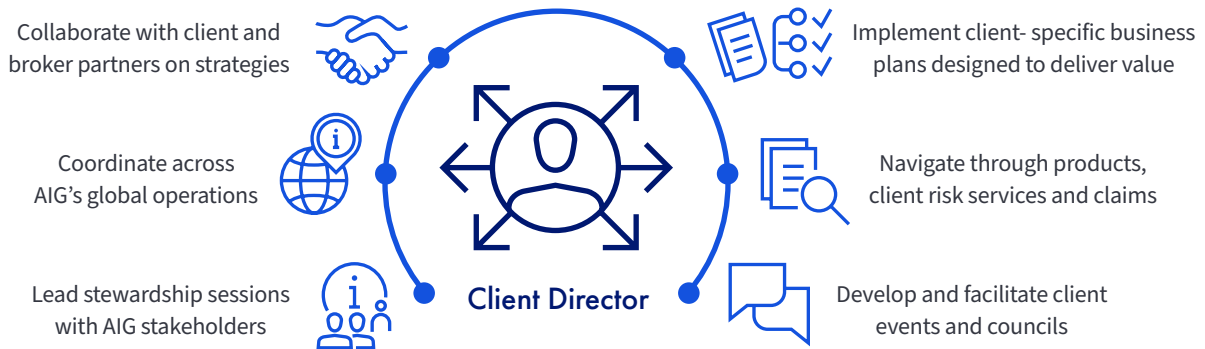


# UK Client Engagement

Serving major clients and broker partners through an elevated, personalised experience.

## Client Director

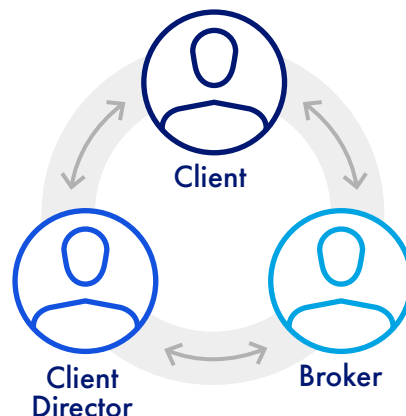
The Client Director is a senior leader responsible for holistically managing AIG’s major client relationships across all product lines. By understanding the client’s business needs and goals, the Client Director strategises with all stakeholders to develop solutions and deliver AIG’s capabilities globally.



## AIG Client Engagement Experience

The Client Director is empowered to lead AIG Product teams and leverage value-added resources for clients. The role is uniquely positioned to provide personalised access to AIG’s breadth of capabilities — enabling the AIG team to solve problems and address the client’s evolving risk needs.

- Global Executive Sponsor
- Claims Team
- Multinational Team
- AIG Risk Consulting
- Casualty
- Talbot



- Property
- Specialty
- Financial Lines
- A&H
- Lexington

## UK Client Engagement Resources: Key Differentiators



### Global Executive Sponsor (GES):

AIG Senior Leaders assigned to key clients to strengthen relationships and serve as a valuable touchpoint. The GES collaborates closely with the Client Director.



### Claims Account Relationship Managers (CARMS):

Provide a competitive differentiator by uncovering local resolutions of complex claims issues and offering partners access to claims management. The team facilitates action, provides advice and assistance to ensure that our clients receive the comprehensive claims service offered by AIG.



### AIG Multinational Team (MN):

AIG Multinational team members, Client Executives and Client Co-ordinators who are accountable for the overall Multinational client experience — from pre-bind and program implementation to post-bind support — for their assigned accounts. MN team provide multinational subject-matter expertise, and work closely with underwriting and the Client Director to ensure optimal program design and effective program management.



### Risk Consulting and AIG Services:

The breadth and depth of AIG's capabilities are facilitated by the Client Director. The Client Director can help the client navigate, Risk Consulting and AIG services, including: Fronting and Captives, Intellirisk, myAIG Client Portal, Loss Control (Property, Casualty, Cyber, Marine), Warranty and Travel.



### Regional and International Leadership:

Senior UK and International leaders who execute AIG's General Insurance business strategies in their geographies, and serve as the key touchpoints for clients and brokers while supporting Client Directors.



### UK Client Engagement Team:

AIG's client-centric framework drives a consistent experience and best practices, while allowing flexibility to meet the client's needs. The team is led by the Head of UK Client Engagement, Kelly Hunter who supports the UK Client Directors and Client Executives to enhance the AIG value proposition and delivery of value-added resources.



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