



AIG Personal Accident & Travel – We are changing

We're improving the way we deal with Group Personal Accident & Business Travel policies; saving you time on renewals from 1st August 2015. We are also changing our minimum premiums effective for renewals from 1st October 2015.

What's happening?

From 1st August, our Birmingham Service Centre will be taking responsibility for your existing business where the individual policy premiums are under £10,000. The Service Centre team has many years' experience providing fast and efficient service across many lines of business and already deal with many of your existing cases. This makes them ideally placed to look after these additional policies and provide the high level of service you require.

Do I need to do anything?

We have been working behind the scenes to ensure a seamless transfer so there is nothing you need to do. You will receive a renewal reminder letter and renewal schedule for all cases transferred to the Service Centre team in good time before the renewal date. You simply need to confirm renewal to the Service Centre team.

Auto-renewal

Once we receive this confirmation, policies will be moved to an auto-renewal service. For many of our broker partners, the key focus at renewal will be on larger placements over £10,000. We believe our auto-renewal service for policies below this level will reduce the burden of administration and save valuable time. Going forward we will automatically renew the policy for 12 months at our invited terms - unless you tell us otherwise before the renewal date.

Premium changes

We are also making two other important changes with effect from 1st October 2015. Firstly, the minimum policy premium for non-internet cases will increase to £500 gross of agreed commission (or £400 for net cases) to reflect the increasing costs associated with handling small premium business. Secondly, all existing cases under £5,000 currently handled by the Service Centre will either see their premiums rise by 5% or to the minimum premium of £500/£400 net, whichever is the greater.

Who should I talk to about cover changes?

Should the client wish to make changes to the cover at renewal, or at any other time, the Service Centre Underwriting team has the authority, cover knowledge and policy record access to make the necessary amendments. We have increased our A&H staffing in the Service Centre to handle underwriting queries and the administration of these additional renewals.

Who is responsible for my AIG Group Personal Accident & Business Travel account?

We know the importance of our client and broker relationships. Whilst the administration of these policies will be handled in the Service Centre, the overall account relationship will still be managed through our UK branch network. The team will be on hand to deal with any questions you may have and we would like thank you, as always, for your continued support.

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