

WINNING WITH AIG

Help when it matters most



Aerospace UK

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, professional 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 a variety of initiatives, which include risk mitigation exercises/projects, 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 over 75 years' experience in dealing with complex and highly sensitive claims which may represent reputational risk to our clients – you have the confidence in our knowledge, expertise and resources to manage these claims discretely and effectively.

Working in Partnership

Having a close partnership with our clients is essential. We meet prior to a claim to discuss hypothetical scenarios and to set expectations in the event that a claim occurs. When a claim does occur, we ensure that we work closely with our clients throughout the life cycle of the claim. We always take a pragmatic approach and ensure our client's interests are protected, and requests/views are taken into account.

Introducing our Unique Aerospace Hull Claims Promise

AIG agree to pay a minimum of 50% of their portion of a covered claim within 7 days of the confirmation of coverage, all financial interest/title and receipt of a signed release for all hull claims.

Client Focused

Delivering the right service in the right timescale

Insights and Emerging Risks

AIG CLAIMS

Service Excellence

Benchmark for Quality

Problem Solver of Choice

Technical Leadership



Technical Leadership

Your AIG Aerospace Claims team is recognised internationally and has extensive experience in handling the full spectrum of aviation claims, including major and complex losses across the globe. The London Aerospace claims team has over 194 years of combined insurance experience.



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"I just wanted to thank your team for the excellent service that they have provided as in respect of the claim. It's good to know that when something major goes wrong, AIG can be relied upon to respond in the "right way". The insured is extremely pleased with how this unfortunate incident has been handled and I am sure will sing your praises if asked by their peers or by anyone else for that matter."

Quote from Broker

★ Service Excellence

Highly responsive global claims management

With Aerospace claims handlers located in the United Kingdom, United States, and across continental Europe, coupled with claims expertise in offices in excess of 50 countries we have the global reach, with local presence providing unrivalled service 24 hours a day, 365 days a year.

Did you know?

Multinational – We provide seamless coverage for Multinational businesses of all shapes and sizes supporting Local, Global and Controlled master programs.

① Insights and Emerging Risks

Surveys and Site Reviews for Airline, Airports and Airport Operators

Through the use of Loss Control and our Human Performance specialists we can arrange for a bespoke review of safety management systems, procedures, human factor aspects and training programs our clients have in place through an

in-depth survey and assessment. Balancing industry best practice guidelines with commercial realities, clients benefit from a detailed report outlining practical steps to refine their operations and improve their safety.



2,705

New advised Aerospace Claims in 2021

38%

of Claims had initial UK payment made within 30 days

\$106.9m

Paid out in Aerospace UK Claims in 2021

We cover: Airlines, General Aviation, Products, Airports, Ground Handlers / Service Providers

For more information please contact your local AIG representative or visit aig.com/claims

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