

WINNING WITH AIG

# Help when it matters most



## Motor UK

Being subject to a claim can be a challenging and disruptive 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.

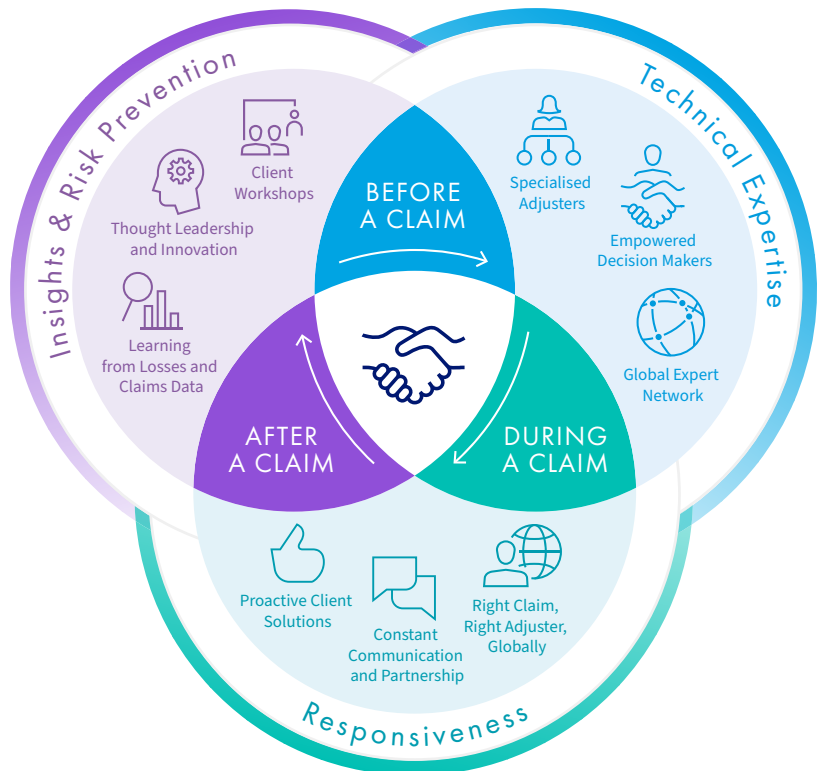
Not only will we help you when a claim occurs, but we will also help you mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise around new exposures, we help to reduce and manage your risks more effectively.

### 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.





## Technical Expertise

AIG has been writing motor risks for nearly 40 years and has a larger and more varied claims portfolio than many of our competitors.

Our highly trained claims adjusters ensure you have the right level of expertise in Bodily Injury, Property Damage, Credit Hire and Fraud to deal with your claim. We also have in-house appraisers who review non-approved estimates and achieve 20% savings on average from initial estimate costs.

## AIG Approved Repairer Network

Our approved nationwide repair network has 315 body shops and 286 Mobile Repair Vans, delivering guaranteed repairs at preferential rates in rapid timescales, to keep your vehicle off road time to a minimum.

- 1 day repair option
- Free courtesy car (where applicable)
- Guaranteed repairs, costs and quality (3 year warranty)
- Mobile repairs available
- Original parts for all repairs
- All vehicle types repaired
- Free collection and delivery
- Free 21 day storage
- 7 days faster than “own repairers”

## Glass Repairs

Our nationwide glass repair network specialises in repairs and replacements for windscreens, rear or side windows and sunroofs

- 24hrs 365 days a year
- No road side billing for excess and VAT
- 108 fitting centres and 800 mobile technicians
- Depot service – at best time and place for you
- Market leading ‘Time to Serve’
- All types of cars, vans and commercial vehicles
- Mobile road side service
- Post-accident calibration of ADAS cameras



## Responsiveness

Our Claims Adjusters are specialist by line of business giving our customers the right expert to deal with their claim.

**We provide** an initial assessment and response within 24 hours.

**You will have** a dedicated claims team to manage your claim.

**In partnership with you** we will keep you updated and involved at every moment of truth throughout a claim.

## Innovation in Motor

Using Cloud technology AIG has the unique ability to take CCTV, Dashcam or images at the point at making a claim which helps establish liability quickly, speeds up claims resolution which are all in line with compliance and data protection.

Multiple images of the damage and accident can help:

- Speed up resolution of liability
- Helps the fight against fraudulent claims
- Support education around driver behaviours



## Insights & Risk Prevention

Helping your clients avoid losses:

**Claims review workshops** – we track claims trends, escalate any issues and hold frequent claims reviews with you to understand any patterns or trends that emerge.

**Through our Client Risk Services** – we provide our customers with a comprehensive suite of selected vendor services to support with loss prevention.

**Driver Training Solutions** – our customers can benefit from our driver training solutions supporting loss prevention.

## Fraud Management

AIG has a dedicated Special Investigation Unit (SIU) which works collaboratively with our claims teams. The SIU team have access to the latest technology and subscribe to all of the industry data sharing forums. In 2019 we identified and successfully investigated 2,102 fraudulent motor cases.



2,102

Fraud for motor cases in 2019



\$148m

Paid out in UK Motor Claims in 2019



46,640

New advised UK Motor Claims in 2019

## Key UK Motor Contacts

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