

WINNING WITH AIG

## Help when it matters most



### Financial Institutions

At AIG we understand the broad range of claims which Financial Institutions face. Every year we deal with hundreds of claims made against our clients, who range from global banks and insurance companies to national lenders, credit providers and asset managers. Our long history of servicing Financial Institutions of all types gives us a deep understanding of the changing legal and regulatory risks which our insureds face, so that we can provide them with the assistance they need when claims arise.

Our Financial Institutions claims adjusters are dedicated experts in their field. They collaborate with a global network of claims experts which enables us to provide a seamless and tailored claims service to our clients, no matter where claims are brought or what legal or regulatory challenges arise.

Not only will we support you when you face a claim, but our knowledge of claims trends will help you formulate your own risk management strategies.

### Giving you Confidence

We know that our clients want a close relationship with an insurer who will defend their interests, with regular updates, reviews and consultations as their claim progresses.

If a claim is made, our clients need to know they have people on their side with the knowledge and expertise to deliver the protection they purchased. AIG prides itself on the skills and expertise of its Financial Institutions claims team – one of the most experienced in the industry.

### Working in Partnership

We understand that our clients require continuity, so when we receive a claim notification we'll always allocate a dedicated adjuster to be the point of contact. Our adjusters are always available to discuss the best strategy to resolve a claim, and we can call on our global network of expert legal, accountancy and forensic advisers to provide the right claims resolution strategy, every time.

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

Our Financial Institutions clients have the reassurance of knowing that AIG’s world-class claims network stands behind them if claims arise, and are there to support them every step of the way.

We have over 30 Financial Lines claims experts in the UK supported by a global network of claims experts. This means that we can call on our network of claims experts in local jurisdictions to provide the very best advice and support to our insureds.

We guide our Financial Institutions clients through the claims process and handle thousands of claims every year.

You can be confident that when claims arise, our team has the strength, expertise and experience to protect and support our insureds.

## ★ Service Excellence

Our Financial Institutions Claims Adjusters are specialists in their field, and will work with you to formulate a strategic and effective response to each claim.

**We provide** an initial response within 5 working days.

**You will have** a single point of contact throughout the lifecycle of the claim.

## Insights and Emerging Risks

Our insights into claims trends impacting national and global financial markets is freely available to help our brokers to assist clients to formulate and improve their risk management strategies.

We provide key insights into risks affecting your business and the wider market.

- Cyber – we can provide workshops on Cyber risks
- AIG published Claims Insights are available through our latest news articles, Class Action updates and White Papers at [www.aig.co.uk/insights](http://www.aig.co.uk/insights), giving you the latest claims trends and product updates to help you manage your risk
- For tailored client services on risk insights please contact our claims team

### Key UK Financial Lines Claims Contact

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### Claims experts in the following products:



Directors & Officers



Professional Indemnity



Financial Institutions



Cyber/ Tech/ Media



Employment Practices



Kidnap & Ransom



Fidelity



Mergers & Acquisitions



Pension Trustee

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

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