



WINNING WITH AIG

## Help when it matters most



## UK Property

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 and proactive support you need to get you and your business back to normal.

Not only will we help you when a claim occurs, but we will also help you limit potential claims in the first place. Utilising our pre-loss planning meetings, 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 90 years' experience in dealing with all types of property claims which may represent both financial and reputational risk to our clients – you have the confidence in our knowledge and resources to manage these promptly and effectively– including multinational claims, captive accounts and claims that span multiple jurisdictions.

### Working in Partnership

We work in partnership with our clients and their brokers and encourage our clients to meet with our claims professionals before they have a claim to establish positive relationships, to discuss hypothetical scenarios and to set expectations and define protocols in the event that a claim occurs.

### 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

### Our Property Claims Promise

In the event of a major claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, we promise to provide the Policyholder with immediate working funds of up to 50% of our share of the agreed estimate within 7 days for:

- Property damage/repairs
- Clean-up costs
- Extra expense/increased cost of working

## Technical Leadership

Across the UK we have dedicated specialised Property claims professionals, the majority of whom have over a decade's worth of experience.

With a larger and more varied portfolio of claims than most of our competitors, we deal with thousands of claims in the UK each year – giving our clients comfort of our experience in handling all types of claim situations. Our major loss adjusters handle the highest value and most complex claims across the world.

## ☆ Service Excellence

**Site Visits** – In the event of a significant claim to the insured AIG ensures our staff or representatives attend the site at the earliest opportunity to enable swift decision making.

**Cashflow** – We prioritise interim payments to support clients' cashflow in their moment of need.

**Proactive Communication** – We ensure our clients are kept updated at key stages of a claim through our 'Moments of Truth'.

**Speedy resolution of straightforward claims** – We have established Value Based Adjusting for claims under a certain value which we will pay on an expedited basis where all relevant documentation is supplied.

## Insights and Emerging Risks

### Pre-loss Planning Meetings

At AIG, responding to a claim is never a process, it's a partnership.

We focus on close relationships to ensure the claims adjustment runs as smoothly as possible with the aim of returning our insured to a position where they can resume their operations as quickly and efficiently as possible.

Our pre-loss planning meetings provide the perfect opportunity for all stakeholders to be prepared and responsive to a loss and understand fully what the claims process will look like and prioritise key areas of importance.

We structure the meetings around our insured's business needs and the critical path to recovery– from single hour meetings to longer more in-depth sessions.

### Typical content includes:

- Analysing the clients' operations, highlighting key locations and exploring their vulnerability to particular perils.
- Creating possible loss scenarios for a typical type of event at parts of the insured's operation (eg a large fire at a data warehouse) and walking the client through the claims process starting from the moment the loss occurs.
- Defining the claims team and identifying key experts in advance, eg. Loss adjuster, accountant or engineer and introducing them to the client.

### Did you know?

#### Multinational

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

 \$270.7m →  \$141k

Paid out in UK Property Claims in 2023

Paid out every working hour\*

### Key UK Property Contact

#### John Kelly

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### Property Market Expertise

General Commercial Property  
Retail  
Hospitality and Entertainment  
Process Industries  
Local Authorities  
Financial Institutions  
Telecommunications  
Healthcare Facilities  
Construction  
Captive & Risk Management  
Terrorism  
Cyber

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

\* Paid by working hour assumes 240 working days per year, 8 working hours per day

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