

WINNING WITH AIG

Help when it matters most



UK Trade Credit

Being subject to a loss caused by non-payment by a customer or counter-party 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 require.

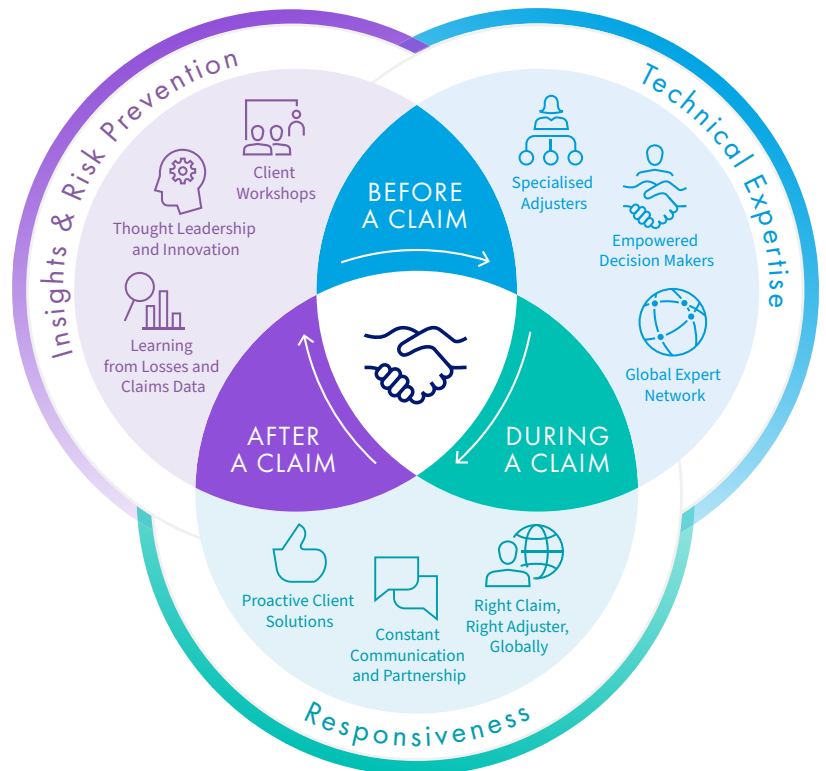
As well as supporting you when a claim occurs, we also help you mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise around new exposures, our underwriters help to reduce and manage your risks more effectively. We also complete recovery efforts to further mitigate the impact of the loss by ensuring you receive reimbursement of your portion of monies recovered.

Giving you Confidence

Given the nature of our clients' businesses our insured's claims are often front page news. Our claims adjusters are used to dealing with highly sensitive matters that may represent a large financial risk to our clients

Working in Partnership

We work in partnership with our clients and their brokers and encourage to avoid losses from occurring and to minimize losses should they occur by providing local engagement as well as a worldwide network of experts to deal with a loss in the UK or anywhere in the world.





Technical Expertise

AIG has been writing trade credit risks for over 35 years and has strong experience in managing a variety of claims ranging from small/medium sized businesses through to global multinational clients.

Our specialist trade credit claims team has handled more than 1,500 claim notifications in the UK since 2017. You can be confident that when a claims situation occurs our claims team has the expertise and experience to help you protect your organisation from the most critical risks.



Responsiveness

We provide an initial claim receipt notification within 2 working days.

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

We provide initial payment within 45 days on 89% of claims.



Insights & Risk Prevention

We can provide tailored guidance to our clients on:

- Insolvency processes, whether in UK or anywhere on the globe.
- Notifications and the claims process
- Key points to consider for debt collection and when presented with debt restructuring requests

Did you know?

We provide key insights in avoiding and minimizing losses such that claims under your AIG policy are also avoided or minimized.

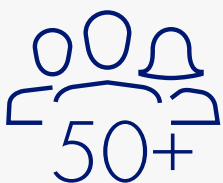
- We engage directly to provide guidance and consent to debt restructurings.
- Our network of internal and external collections, legal and investigations network is available to guide outcomes from the high street to distant locations.
- Recovery Rate for claims made on export risks on UK Trade Credit policies since 2017 – 21%

“May I take the opportunity of thanking [the AIG Trade Credit Claims Team] very much for the professionalism, initiative and support you have shown in the past few months in respect of this matter.

In the 35 years that I have been involved in credit insurance, this is by far the largest claim I have been involved in and the experience has reaffirmed the standing I hold of AIG as a company.

I am very appreciative of the responsible position taken and I will not be reticent about reaffirming your reputation as a company that operates with both integrity and fairness.”

Quote from Broker



Years of industry experience across the AIG Global Trade Credit Claims Team.



Paid out in UK Trade Credit Claims since 2019



New advised UK Trade Credit Claims in 2019

Key UK Trade Credit Contacts

Neil Ross

Global Head, Trade Credit
Tel +44 (0)20 7954 8001
Email: neil.ross@aig.com

Adam Knowles

Major Loss Claims Adjuster, Trade Credit
Tel +44 (0)20 7954 7193
Email: adam.knowles@aig.com

Claims experts in the following products:

Domestic Risks, Export Risks, Bespoke Programs, Trade Finance

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