



# AIG Multinational Claims Manager (MNCM)

We pride ourselves on the quality of our claims teams and their ability to deliver service that our clients expect and can rely upon. Our Multinational Claims Managers help AIG technical claims teams focus on and successfully navigate the inherent complexities of Multinational claim handling. MNCMs provide consistent service and support on Multinational claims handling best practices, processes and procedures, to assure the highest level of client service delivery for our Multinational Customers. The MNCM services all lines of business and has regular involvement in claim related aspects of the development and implementation of a Multinational insurance program, from pre-bind client coding requirements through payment and closure of the first claim.

Core responsibilities of the MNCM include:

			
Assistance in the resolution of claims issues	Development and implementation of claims strategies	Training and enforcement of Multinational claims best practices	Support the delivery of quality customer service

Beyond the core responsibilities above, the MNCM also handles a variety of Multinational claim related matters, including but not limited to:

- MNCM is a single senior MN escalation point for clients and brokers on all matters related to MN Claims
- The MNCM is responsible for the development and distribution of Market Collateral for MN Claims as part of the Claims value proposition
- The MNCM also provides service and support to the AIG Network Partner Practice on all claims related matters within the region and promote seamless and consistent Network Partner Claims handling processes and procedures globally.
- Drafting and implementation of MN Claims Training modules for various internal and external stakeholders, create educational videos on MN Claims and draft articles for industry publication.
- Educate and expand our business partners' knowledge and use of the IntelliRisk<sup>®</sup> Risk Management Claims system as the go to tool for their risk management needs.
- Regular interaction, service and support to some of our largest MN Clients and brokers on a wide array of MN claims related matters.

## Your AIG MNCM at a glance



**Alan Petitt**  
 Multinational Claims Manager  
 New York  
 Alan.Petitt@aig.com  
 Tel: +1 212 458 9812  
 Cell: +1 917 734 0785

As a Multinational Claims Manager, Alan provides guidance and support to claims personnel on the unique features, requirements and procedures of Multinational and global fronted programs, including assistance with Network Partner claims related matters.

Alan has over 10 years of experience in Multinational business and insurance. Prior to joining AIG, Alan worked in the private environmental consulting field. He has a Bachelors Degree in Soil Science from the University of New Hampshire, a Masters Degree in Environmental Science from Montclair State University, a Juris Doctorate Degree from Seton Hall University School of Law, and is a licensed attorney in the State of New Jersey.