



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:

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| 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[®] 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



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As a Multinational Claims Manager, Justin 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.

Justin joined AIG in May of 2016 after over 25 years working at a major global insurer. His entire career has been spent working in the claims function and Justin has extensive experience of the complexities of Multinational Programmes and the claims process. Justin started out as a technical claims handler, moved on to an external loss adjuster role and, before commencing his present role with AIG, had a client facing position managing the claims delivery for some of his employers largest global clients.