

EUROPE AND UK



Property & Energy Casebook
Issue Two



Covering 47 countries across Europe, Africa and the Middle East, our specialised team of Property & Energy Claims Professionals have a broad spectrum of experience in all types of property damage and business interruption claims.

Here we demonstrate real life examples of the added value our Property & Energy Claims Professionals provide to our clients to support them through dramatic loss events — from notification of loss to settlement of claim. Our unparalleled claims knowledge, access to experts worldwide together with our unique claims promise — paying 50% of an agreed loss estimate within 7 days for property damage / repairs, clean-up costs and extra expense* — all ensures our clients can get back to business with the minimum of disruption whilst our AIG claims professionals liaise closely with all parties to negotiate a fair and timely settlement.

Safe in our Hands

- Our unique property claims promise*
- Cashflow assistance through the claims lifecycle
- World Leader experience
- Access to experts worldwide
- Prioritising business continuity
- Understanding your risk
- Our loss scenario workshops

Dealing with your worst case scenario – everyday



USD 75 Million+

paid in total indemnity on Property & Energy claims in EMEA in 2019

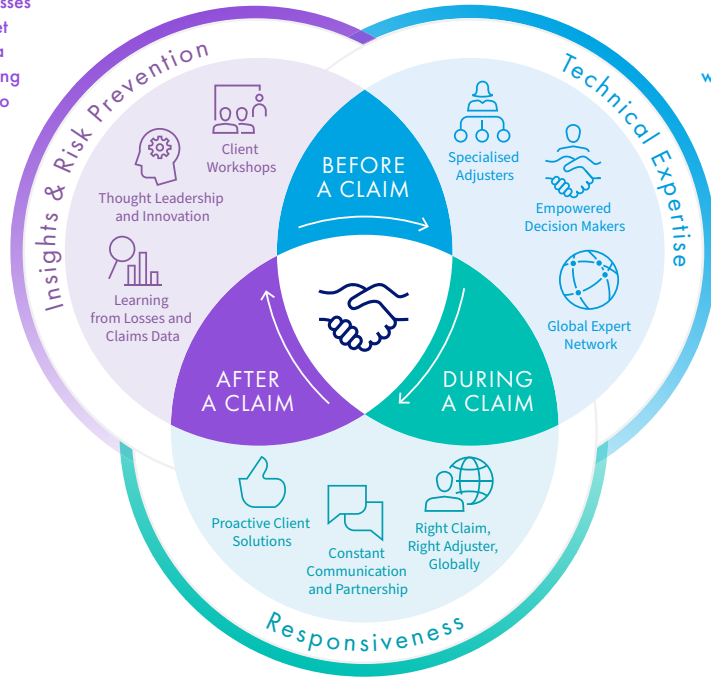
* In the event of a major claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, AIG promises to provide the Policyholder with immediate working funds of 50% of their share of the agreed estimate within 7 days for property damage / repairs, clean-up costs, and extra expense.

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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 or your business back on your feet.

Not only will we help you when a claim occurs, but we will also help you mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise around new exposures, we help to reduce and manage your risks more effectively.

Helping you avoid losses by sharing our market leading insights, data analytics and providing you with workshops to help you understand risks and how to avoid them.



Global network of specialist adjusters working in partnership with you, all empowered to make decisions to provide a swift claims resolution.

Proactive support tailored to get you back on your feet with speedy solutions for simple claims and expertise for complex claims, wherever you are in the world.



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The following scenario benefitted from having our specialist adjusters on site rapidly who are all empowered to make decisions. Providing proactive support tailored to the client's needs and constant communication was vital in order to settle the claims and continue the strong relationship with AIG.

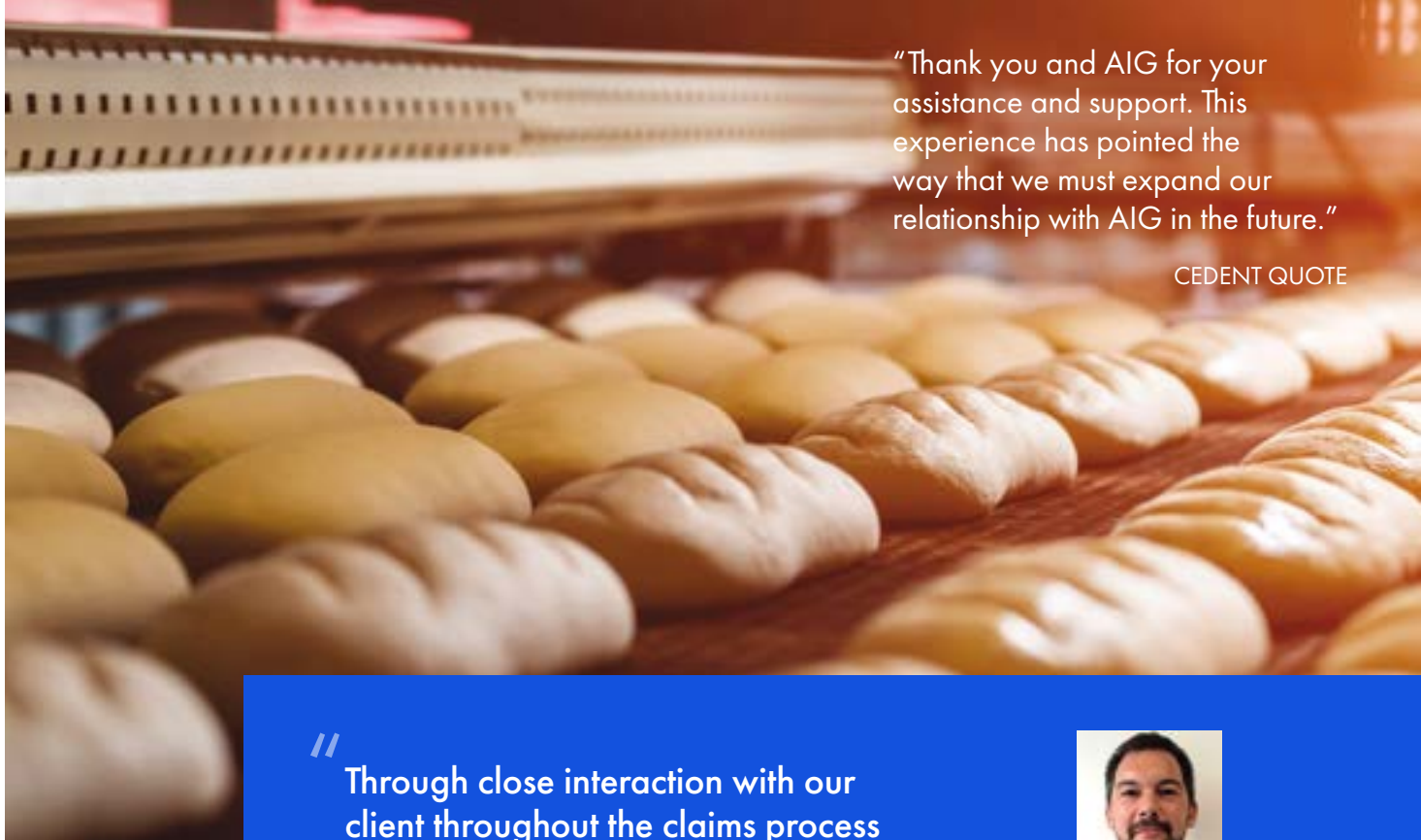
Explosion and a Fire at a Bakery

In this case our client, one of the largest food manufacturers in the Middle East, suffered a large fire at one of their bakery facilities, resulting in a total loss of one plant and substantial smoke contamination at an adjacent facility. The incident resulted in a loss of several production lines and had a significant impact on production and sales in the region. Ultimate exposure to the market was in excess of USD \$200m.

Early engagement of AIG's experienced adjustment team enabled close interaction between our Insured and their representatives and an agreed approach was established concerning the scope of the damage, a reinstatement plan and valuation.

An early site visit by AIG's Major Loss Adjuster Gerald Crymble was followed by his attendance at regular meetings in the region which all ensured the claim management process ran smoothly. Once the Insured was ready to discuss an early settlement, extensive work was carried out to fully evaluate the position of all Insurers and the overall exposure.

This ongoing and dedicated service by AIG greatly assisted the parties in reaching an amicable full and final settlement which was finalised within 8 months of the incident.



"Thank you and AIG for your assistance and support. This experience has pointed the way that we must expand our relationship with AIG in the future."

CEDENT QUOTE

// Through close interaction with our client throughout the claims process we were able to mitigate the business interruption and achieve speedy settlement of a large fire claim //



Gerald Crymble
Major Loss Adjuster
Property & Energy Claims

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The investigation and resolution of this claim paid dividend to the having an specialist AIG adjuster on site quickly. Being able to make decisions and create tailored solutions were commended by the client. Having the ability to settle a claim and then advise loss prevention solutions to help mitigate further losses was very valuable in this scenario.

Explosion and fire at a High Risk Chemical plant

In this case our client was a technology-oriented chemical group involved in the manufacturing of specialist chemical products for globally industrial customers. The claim was made at the end of production of a new product which involved obtaining a highly unstable derivative. During cleaning of the workplace a ball of fire exploded from the filter, setting fire to the workshop.

As lead insurer, AIG immediately appointed appropriate loss adjusters to be on site to assess the damage. As a result of a quick action and speedy decision making, the Insured was able to organize the transfer of the production to other workplaces in the plant and to alternate plants to mitigate the business interruption.

Our Major Loss Adjuster, Francine Bidondo, visited site regularly and acted as a project manager to make sure all issues were resolved in the interest of each party. As a result of the loss the Insured decided to modify the workplace with improvements so AIG worked closely with the appointed experts and the Insured to develop a theoretical basis to adjust the material damage and associated business interruption.



Francine Bidondo
Major Loss Adjuster

“ The investigation and resolution of this incident took place in excellent conditions, and I wanted to inform you of the Insured’s satisfaction on this aspect, which is all the more commendable that this was a claim with heavy stakes in several respects. On behalf of all parties, I present my thanks to AIG and to coinsurance, and to you in particular for your involvement at all stages of the process, for the spirit of efficiency, decision and pragmatism who facilitated the management of this issue, and that led to a conclusion appreciated at its true value in optimal time.”

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Being able to respond quickly was paramount for this claim. Our specialised loss adjuster was onsite straight after the flooding and empowered to make immediate decisions to carry out essential works. Our loss adjuster continued to work with the insureds and guide them through this period of uncertainty.

UK Floods – Flooding in a Furniture Store



Quote from our client

“ It was a pleasure meeting you yesterday. We were impressed with the way you handled yourselves faced with such an enormous task. Thank you for organising the interim payment. I cannot tell you what a big help it will be to us.”

Julian McCulloch,
Warwick Road Bed Centre

From large international businesses to smaller scale commercial enterprises – AIG provides the same level of care for each and every claim.

When storms Desmond, Eva and Frank wrecked devastation across the UK, AIG’s Property Claims Team immediately assembled a ‘CAT’ (Catastrophe) response team of expert claims professionals to visit sites in the area to see where support was needed.

AIG adjuster Warren Forbes was on site to meet the policyholder straight after the flooding and was able to accept policy liability straight away. At the same time we gave immediate authorisation for an electrician to make safe

and restore the power and a remediation firm to carry out sanitisation works; supervised stripping out of the ground floor of the building and the installation of drying equipment whilst monitoring progress; and the immediate removal and disposal of all ground floor stock in order to reduce the relative humidity in the building.

Four days after the initial visit AIG made an interim payment to the Insured for damaged stock. A week later a further payment was agreed and made for the building strip-out costs. Warren Forbes continued to work closely with the Insured to guide them through a process they were unfamiliar with and expedited the conclusion of the physical damage aspect of the claim.

// In every claim we deal with our focus is on helping our clients get back to work with the support they need – whether a large international business or, as in this case – a smaller scale commercial enterprise. //



Warren Forbes
Complex Claims Adjuster

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The exceptional scale of this claim warranted immediate and proactive solutions from our specialised adjuster in order to respond to this challenging claim. Fast claims payments and constant communication enabled the client to really understand the claims process and fully appreciate the value of their policy.

Widespread flooding for a major Utilities Company



“The winter floods were a very serious operational challenge to our business. All our resources were focussed on maintaining business as usual for our customers, so having AIG take such a proactive role in helping us to manage this claim was invaluable. It was not just about the claims payments, although that was very important, but it was also the resource and guidance they provided in helping us to work out which assets were damaged and understanding the full impact of the floods. A claim like this is when you really understand what insurance is all about – and the way that AIG handled it was a very important consideration when we came to look at renewing the policy.”

In this case our client, a major Utilities company supplying water and waste treatment facilities to millions of domestic and commercial customers, suffered a major flood incident affecting hundreds of locations, from small pumping stations to major water treatment works.

AIG instantly recognised the exceptional scale of the damage and the need for a team of experts to respond to the challenge of visiting and quantifying damage at multiple locations.

Over a period of weeks, AIG’s Major Loss Adjuster Jane Penfold worked closely with the client and our loss team to put in place and implement a detailed plan of action to tackle the loss investigation and mitigation process. Substantial funds were paid quickly in accordance with the AIG Claims Promise to ensure cashflow was available to carry out emergency repairs and replacement of damaged plant, so that the impact to the general public was minimised for this high profile incident.

“ Due to the success of the teamwork of AIG, the client and the team of experts, the claim was settled within eight months, an impressively short timescale considering the logistical issues involved. ”



Jane Penfold
Major Loss Adjuster

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The potential high value of this claim and the impact it could have on our clients balance sheet was a critical factor for our loss adjuster to confirm liability quickly and arrange early payments. Great communication and proactive solutions were hugely appreciated by the client and broker and continued the great relationship they both have with AIG.

Loss of Hire for Offshore Semi-Submersible

In this case the client was the owner of a Semi-Submersible drilling rig which AIG were insuring for Physical Damage and Loss of Hire. A claim was presented to insurers for damage sustained on board the drilling rig while working offshore.

It soon became apparent that this had the potential to lead to a Limits Loss of Hire claim which (subject to insurance) could have led to a considerable gap in our client's

balance sheet. As a result, AIG's Major Loss Claims Adjuster Adrian McAndrew, in conjunction with the broker and other insurers looked to confirm liability quickly and arranged an early payment on account. A payment plan was agreed which enabled the Insured to minimise the impact of the loss.

Ultimately, this resulted in the Insured receiving almost USD \$10m from AIG which represented our share of a limits loss. This settlement was made well within our client's requested timeframe for payment and both the client and the broker were appreciative of AIG's commitment to lead the market and progress the adjustment quickly.



Adrian McAndrew
Major Loss Adjuster

“ The proactive and constructive engagement of AIG (plus important client sensitive leadership in front of co-insurers) enabled Odebrecht Corretora de Seguros’s oil & gas client cash flow to be protected at a vital time for the business. AIG is a long term risk partner and they exceeded our expectations.”

Odebrecht Corretora de Seguros

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Having a knowledgeable specialised adjuster able to make decisions on site and create proactive solutions to enable the claim to be processed as fast as possible were very important with this claim. Creating an environment for constant communication really created a strong partnership with this client and AIG.

Fire at Ferroalloy Plant

The Insured is one of the leading globally diversified industrial groups in Turkey and its subsidiary is a high carbon ferrochrome producer and the most modern ferroalloy plant in the former Commonwealth of Independent States.

The loss involved a fire resulting from impact (human error) by an internal transport unit with a pipeline at the Insured's ferroalloy plant located in Russia, as well as a subsequent Contingent Business Interruption loss incurred by its sister plant located in Kazakhstan.

Whilst there were initial challenges for the adjusting team, Major Loss Adjuster Kevin Miller made arrangements to meet with the Insured and the broker and after several meetings it was possible to conclude the adjustment.



The key to resolving this matter was the utilisation of the Major Loss adjuster's expertise and the proactive relationship and cooperation that was developed with the Insured as a result of the client meetings.

“ Afterwards, the Insured stated that it was grateful to AIG for the professional partnership and cooperation in the implementation of the restoration project. ”

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The key to resolving this claim was largely down to the constant communication and proactive solution approach our loss adjuster took. Creating and maintaining close contact with the client enabled a difficult claim to be handled effectively and efficiently.

Ship loader Failure

Our Insured is a large importer of animal feeds and agricultural fertilizers. In this case the Insured’s state of the art riverside export elevator located on the banks of the Mississippi River suffered failure of two of the four ship loaders.

Major Loss Adjuster Daniel Baines attended site and had subsequent meetings with the Insured. During the site visit which the broker attended as well, he was able to inspect the damages first hand and build a good rapport with the Insured to discuss ways of moving the claim forward.

That close contact with the client and broker enabled the group to find a satisfactory resolution to the claim.



“ This is a great demonstration of how close interaction between the Insured, AIG /Lex London and the broker ensured a difficult claim could be reasonably settled. ”



Daniel Baines
Major Loss Adjuster

The client is the reason we continually look to improve

AIG EUROPE LIMITED

58 Fenchurch Street
London EC3M 4AB
Tel: +44 (0)20 7954 7000
Fax: +44 (0)20 7954 7001

JOHN KELLY

Vice President Property & Energy Major Loss Claims – EMEA
AIG Building 58 Fenchurch Street London EC3M 4AB
Tel: +44 (0) 207 954 8761
Email: john.kelly@aig.com

NICK BARBER

International Head of Property Claims
AIG Building 58 Fenchurch Street London EC3M 4AB
Tel: +44 (0) 207 651 6067
Email: nick.barber@aig.com

www.aig.com

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