

Customer Support

Solution Development Teams

A network of insurance and technical professionals – the RMIS Solution Development Teams -- back all RMIS products and services. Solution Developers are proactive problem solvers who work directly with customers to address all their RMIS related needs, including IntelliRisk NetSource[®], file transfers, data conversions, custom report specifications, complex location setup, report setup and distribution projects.

This designated team first gains a thorough understanding of the customer's industry and organizational structure. They then spearhead the implementation of the most appropriate, cost-effective and timely software and support solutions.

For these solutions to be successful, accurate data is essential. That is why we also assign a designated business system analyst to all IntelliRisk NetSource[®], file transfer and data conversion customers. Analysts will check information to ensure its accuracy -- before our customers receive it.

Whether the industry is manufacturing, service, professional or financial, Solution Development Teams will help utilize the wide range of products and services available through RMIS to meet unique needs.

Technical Services Group

Solution Development Teams are only part of RMIS' extensive customer support offerings. Our Technical Services Group offers the following services:

- **Help Center**, featuring a toll-free client-support hotline (1-800-767-2524), available Monday through Friday from 8 a.m. to 8 p.m. ET. Our Help Center staff offers system support or assistance on any RMIS-related issue and will do everything possible to answer your technical or business questions quickly and accurately.
- **Technical Support**, featuring expert technical problem-solvers who can answer your questions and resolve problems regarding RMIS and related system applications. Technical Support coordinators can analyze your hardware environment and make appropriate recommendations to help ensure seamless technical operation.
- **Systems Training** on all aspects of IntelliRisk[®] and its supporting interfaces. Our flexible Systems Training sessions help customers fully maximize their investment in IntelliRisk NetSource[®] and cover supported software such as Microsoft[®] Windows,[®] Word,[®] Outlook[®] and Excel[®]. Our valuable Systems Training can also be used to enhance other business applications.

Online Training allows users and trainers to communicate their ideas more effectively by demonstrating various computer applications through a real-time Web site that displays the host's desktop to all attendees logged into the conference. For more information or to schedule online training, contact the RMIS Help Center:

1-800-767-2524 (Monday–Friday, 8AM – 8PM ET) rmishc@aig.com

- **Request a Demo** - IntelliRisk NetSource[®] / NetData[®] products are a value added service for policyholders of member companies of American International Group, Inc. We do not unbundle our services. Lines of business supported are:

U.S.

- Workers' Compensation
- Integrated Disability Management
- General Liability
- Auto

Non-U.S.

- Workers' Compensation

- General Liability
- Auto
- Marine
- Property

If you are a current AIG policyholder of AIG and would like to see a demonstration of IntelliRisk products, please contact the RMIS Help Center. If you are not a current AIG policyholder of AIG and are interested in learning underwriting services in addition to IntelliRisk NetSource / NetData, the RMIS Help Center can get you in touch with the appropriate contact.

For more information on RMIS or its products and services, contact us at:

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