

# North America Warranty & Service Programs

## The AIG Advantage

### Multinational Capabilities

Skilled in service contract and insurance underwriting, marketing, risk management, customer service, service fulfillment and reporting on a global scale.

Leverages operations in 120+ countries for multinational warranty solutions with dedicated account management and operational teams focused on growth and quality for multinational programs.

### Unmatched Customer Service

State-of-the-art systems for automated claims handling via call center, online or mobile applications to deliver a personalized and seamless customer experience.

Experienced claims team of 40+ specialists handles 1.4 million U.S. claims annually while consistently achieving industry best customer service metrics.

### Best-in-Class Service Network

Low cost, high quality 50-state service network with open claims management that covers 99% of the U.S. population.

Cloud-based CRM solution and service management platform gives clients and their customers an exceptional claims and servicing experience that is unmatched in the industry.

## What is Warranty & Service Programs?

AIG Warranty is a premier provider of warranty services to the world's largest and most respected brands. AIG creates innovative solutions aligned with our clients' brand and mission to create loyalty with their customers.

Comprehensive extended warranty, device protection insurance, home warranty and related services for: retailers; original equipment manufacturers (OEM); wireless phone carriers; heating, ventilation, air conditioning ("HVAC") dealers and distributors; multinational clients that need global capabilities; credit card issuers, affinity providers, utilities and financial institutions; commercial clients and home owners.

The most extensive and comprehensive network of service providers to provide in-home, depot or advanced-exchange product repair or replacement service for: major appliances, HVAC, consumer electronics, mobile phones and devices, computers, whole home, jewelry, furniture and more.

AIG can help to significantly grow clients' business through price optimization, training, new and improved distribution channels and new product offerings.

Convenient and low-cost integration through a unified platform and single integration point with best-in-class vendors and system flexibility.

[www.aig.com/warranty](http://www.aig.com/warranty)

## Why AIG

	Issue	Solution	Benefit
<b>Problem Solvers</b>	A retailer's home warranty program was faltering because of its inability to service its customers with high quality and timely in-home service.	The retailer outsourced its home warranty program to AIG which implemented its best-in-class CRM platform and expansive service network to service the new client effectively.	Since outsourcing their business to AIG, retailer has dramatically increased customer service levels, reduced service costs and has grown their business in excess of 5% annually.
<b>Creative Solutions</b>	A multinational manufacturer had 20 separate extended warranty programs in 20 countries with different providers that were adversely affecting their brand image because of inconsistent service and cumbersome management.	AIG implemented its "Global Unity" platform that provided one unified program, including account management, underwriting, billing and collections and reporting globally.	Since inception, AIG's global platform has helped the manufacturer's program grow five times larger with superior customer service due to streamlined global account management and expertise.
<b>Claims Expertise</b>	A national retailer was looking for innovative ways to grow their traditional warranty business due to stagnant sales.	AIG introduced a new service branding, new products and added monthly programs that aligned with the retailer's mission. This included strategic placement of online offerings, store associate training, price optimization and a dedicated support line for store personnel.	This innovative new branding and new products led to a 237% growth in U.S. sales for the client over a 3-year period.

## National Leadership



**Frank O'Neill**  
Global Head of Warranty & Service Programs



**Jody Brauns**  
Sr. Vice President of North America, Warranty & Service Programs



**James Mostofi**  
Global Head of Business Development, Warranty & Service Programs



The scenarios described herein are offered only as examples. Coverage depends on the actual facts of each case and the terms, conditions and exclusions of each individual policy. Anyone interested in the above product(s) should request a copy of the standard form of policy for a description of the scope and limitations of coverage. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at [www.aig.com](http://www.aig.com). All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds. © American International Group, Inc. All rights reserved.