



DEFENSE BASE ACT (DBA) INSURANCE: CLIENT SERVICES

AIG is one of few carriers with the necessary expertise, network and client services to help protect U.S. government contractors – no matter where in the world their job takes them.

Unparalleled Experience

Our dedicated team's understanding of government contractors' risks is unparalleled and enables us to anticipate clients' needs while offering competitive DBA business solutions in this challenging and unique market.

- 95+ years of combined experience in insurance and on the front lines.
- 30+ years of collective experience by many of our team members in law enforcement, the U.S. Army, the U.S. Air Force and the U.S. Marine Corps.

Superior Claims Services

AIG has seen more DBA claims since 2001 than any other carrier and brings that experience and expertise to best service our clients.

- Our DBA Claims Center of Excellence in Dallas, TX drives the expertise, competency, training and best practices deployed by AIG's DBA claims team around the world.
 - 40+ trained and dedicated technical claims professionals average 20 years' experience handling claims and speak 20+ languages.
 - Our broad capabilities ensure claim payments can be made in 135+ local currencies and foreign currency bank transfers can be remitted to 180+ countries.
- Our vast provider network supports top notch investigations and quality managed care regardless of where clients' employees are located across the globe.
- IntelliRisk® provides on-demand access to detailed claims analysis, customizable metrics and data driven global insights.
 - Immediate insight to key metrics and trends that impact insurance programs and innovative analysis tools help formulate strategies to reduce the frequency and severity of losses.

AIG DBA Team



Bert Iams
Head of Defense
Base Act



Candi Gainer
Global Claims
International
Account Manager



Nicole Kelefas
DBA Risk Management
Consultant



Greg Albanesi
DBA Underwriter



Matt Mulligan
DBA Underwriter



Tim O'Hara
DBA Underwriter



Ryan Welsh
DBA Underwriter



AIG Travel Security and Travel Assistance

AIG Travel's wide array of travel, medical and security assistance services help millions of travelers solve problems and manage risks worldwide. In the event of a medical emergency, security issue or unexpected travel problem, we are never more than a phone call away from wherever DBA clients may travel.*

- Eight wholly-owned, state-of-the-art global service centers conveniently located in Asia, Europe and the Americas provide clients 24/7 access to emergency travel assistance, medical and security services.
 - 24/7 access to 210+ languages.
- We help insureds address their emergency travel needs with expediency and expert care, including:
 - Domestic U.S. capabilities of the AIG Travel security team.
 - 24/7 worldwide travel assistance.
 - Global Watch assistance website and mobile app, www.aig.com/globalwatch.
 - Domestic unrest assistance for employees when such incidents occur.

Efficient Loss Prevention Services

- AIG's e-learning platform, RiskTool Advantage®, enables efficient training program management.
 - 14 training categories, including driver and vehicle safety, environmental safety, safety management, property and buildings and worker safety.
 - Client-specific content can also be uploaded.
 - Includes an easy to use intuitive dashboard to track audit trails and usage.
- AIG's analytics team can deep dive into clients' loss history to identify trends and opportunities for loss mitigation and prepare specialized peer benchmarking profiles to help clients identify areas for improvement.

For more information, visit www.aig.com/whyaig-dba.

*AIG Travel cannot provide assistance into any country that is the subject of economic and/or diplomatic sanctions, prohibitions or restrictions.

American International Group, Inc. (AIG) is a leading global insurance organization. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange.

Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) www.twitter.com/AIGinsurance | LinkedIn: www.linkedin.com/company/aig. These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference herein.

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. 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 jurisdictions, and coverage is subject to underwriting requirements and 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.