



CLAIMS FIRST

Confidence through partnership

Experiencing a loss can be a devastating. Our priority is to resolve your claim as quickly as possible, while providing you with the personal and proactive support you need to get you or your business back on your feet. Our local presence and global travel and medical support services allow for quick claim decisions and strategies to be implemented, no matter where in the world the loss occurs.

Giving you Confidence

With claims specialists located around the globe, technical knowhow, and investment in innovation, our award winning claims teams know the best guidance to give and the best steps to take. Whatever the scenario we've seen something like it before.

Working in Partnership

Responding to a claim is never a process. It's a partnership. Thanks to our global network we can mobilize experts from around the world in a matter of hours to provide support, from transporting you home to limiting your business interruption. We work with you to share our decades of experience in emerging risks and help you avoid a loss in the first place.





Technical Expertise

- **Multilingual claim specialists**, who speak the local language and are located in-region, can help ensure a smooth claims process no matter where in the world the loss takes place. They can make claims payments in-country and in local currencies and work with insureds to customize claims handling instructions that ensure consistent protocols across the insured's locations.
- Our **medical assistance center systems are fully integrated**, allowing our medical staff to work as a true "virtual" team. A case opened in one center can be fully accessed and managed by a physician or nurse in another.
- Our **Worker Safety and Business Safety** staff has hands-on experience across a broad range of industries and risks, with an average of 20 years of experience.



Insights and Risk Prevention

- Our **liability risk consultants** use our decades of industry-specific expertise, data-driven insights, and the power of technology to help clients assess their risks and pinpoint those safety loss drivers that have the greatest potential impact on their business and employees.



Responsiveness

- AIG Travel's global service centers **respond to medical, travel and security needs 24/7** and are located in key regions around the world.
- Our established **global medical team** enables us to deliver travel medical assistance over the phone from our four assistance centers.
- Specialists **deploy within hours of notice** to hand-deliver advances after catastrophic events, arrange for immediate medical treatment, or secure emergency evacuations.*

At a Glance



24/7

response to medical, travel and security needs through our global service centers



2.8m+

travel assistance calls handled by AIG Travel in 2016



40+
Languages spoken by our technical claim specialists, located in-region



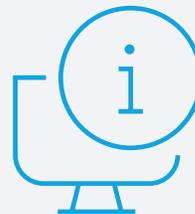
200,000+

claims handled by AIG Travel in 2016



215+

countries and jurisdictions serviced locally by our global presence



24/7

web-based access to claims information for clients via IntelliRisk® Services

*Where legally permissible and subject to policy language

For more information please contact WorldRiskClaimsReporting@aig.com or visit aig.com/businessclaims

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