



PIER (Pollution Incident and Environmental Response)[®]

A Nationwide Network for a Rapid Response

AIG insurers have remained the nation's top environmental insurance providers by monitoring and responding to the marketplace and by tracking changes in the law, in the industry, and in the types of environmental risk faced by our clients. Our goal has always been to offer real value-added programs with our policies, which together not only help provide for the comfort of your financial security, but also the means to respond quickly and effectively to a pollution incident.



For over 15 years, PIER (Pollution Incident and Environmental Response)[®] has provided insureds of AIG companies with access to around the clock emergency response services when it really matters; promptly responding and aiding the insured to assemble and dispatch the correct team of contractors, helping to control remediation costs and assisting with minimizing overall environmental liabilities. PIER maintains a nationwide network of emergency response contractors and environmental specialists that are ready to assist with every stage of a pollution event. Each provider within the PIER network has been rigorously vetted, and pre-negotiated, discounted rates are in place with each of them. When you make the call to PIER, you can be confident that your response is being handled by a professional with access to an integrated team, discounted rates, and an efficient solution at every stage.

One Phone Call, One Solution

One phone call to our toll-free, 24-hour hotline (877.PIER.NOW) initiates the response. From that point, every contractor in the PIER network is at the client's disposal. With contractors strategically located across the continental U.S., Puerto Rico and Canada, accessing the PIER network can get local specialists mobilized immediately to minimize damage, manage the public impact of the incident, and begin reclaiming the site.

- Nationwide network of contractors
- Multi-disciplined
- Pre-negotiated, discounted rates
- No registration costs or fees

A Powerful, Customized Response

The PIER network includes specialists in:

- Emergency spill response
- Disaster recovery and restoration
- Environmental consulting
- Industrial hygiene and Indoor Air Quality
- Waste disposal
- Investigative services
- Crisis communications and management

To assure your confidence in the PIER network, the vetting of each contractor includes a detailed review of their statement of qualifications, insurance certifications, and references. PIER also pre-negotiated discounts to their rates and billing terms. While access to PIER is provided with your AIG policy, you are not obliged to use PIER contractors for any or all of your response.

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Insured Enrollment Costs: \$0

PIER is a value-added program that accompanies your AIG policy – no registration fees, extra cost, or out-of-pocket expenses. Just another standard feature from the nation's premier insurance provider.

The Industry Standard in Pollution Response

With any pollution incident, the goal is always a fast, effective response. PIER is designed to provide assistance for any size incident, no matter how large or small. PIER can help you with the dispatch of an emergency responder for a minor transportation-related spill or with the coordination of a comprehensive response to a catastrophic fire and explosion at a manufacturing facility.

No matter where you are, PIER is there.

How PIER response works

- Call the PIER hotline (877.PIER.NOW / (877) 743-7669) anytime, 24 hours a day, seven days a week.
- Provide your contact information and a brief description of the incident to the call center operator.
- Promptly receive a call from AIG's on-call staff of environmental professionals to assist you with the response.
- PIER network providers in your area are connected to you, or if requested, dispatched on your behalf.
- PIER in-house staff remains available to provide assistance through completion of the necessary response.
- The response contractor bills the insured directly, according to pre-negotiated, discounted rates and billing terms.

If you had an environmental emergency, you would want the best team to be there... *Immediately.*

For more information regarding the PIER Program please visit:

www.aig.com/us/pier or email environmental@aig.com



Bring on tomorrow



American International Group, Inc. (AIG) is a leading international insurance organization serving customers in more than 130 countries. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

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