Experiencing a loss can be a devastating experience. However big or small, 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.

Not only will we help you when a claim occurs, but we will also help you mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise around new exposures, we help to reduce and manage your risks more effectively.

Giving you Confidence
With 70 years experience in dealing with highly sensitive claims which may represent reputational risk to our clients - you have the confidence in our knowledge and resources to manage these discreetly and effectively.

Working in Partnership
Having a close partnership with our clients is essential and we meet prior to a claim to discuss hypothetical scenarios and to set expectations in the event that a claim occurs. When a claim does occur we take a pragmatic approach and take our client’s requests and views into account.

Introducing our Unique Aerospace Hull Claims Promise
In the event of a claim, AIG will confirm coverage under the policy, Loss Payee, Title & Ownership interest as quickly as reasonably possible. Once coverage, ownership & financial interest in the aircraft is confirmed, AIG promises to provide the Policyholder with immediate working funds of 50% of AIG’s share of the agreed amounts within 7 days for:

- Agreed Hull value
- Aircraft / Salvage Recovery
- Debris removal and crash site clean up
AIG Claims First | Aerospace – North America

Technical Expertise
Your Americas Aerospace Claims Team – Extensive experience in handling major losses across the globe.

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“...I just wanted to thank your team for the excellent service that they have provided as in respect of the claim. It’s good to know that when something major goes wrong, AIG can be relied upon to respond in the “right way”. The insured is extremely pleased with how this unfortunate incident has been handled and I am sure will sing your praises if asked by their peers or by anyone else for that matter.”

Quote from Broker

Responsiveness
Highly responsive global claims management
With claims departments located in the United Kingdom, United States, Singapore and offices worldwide, we are available 24 hours a day 7 days a week

Did you know?
Multinational – AIG provides seamless coverage for multinational businesses supporting local, global and controlled master programs. Multinational businesses should consider the following key areas when implementing their global insurance program:

• Global Reach
• Local Knowledge
• Communication, Collaboration, Consistency and Coordination
• Powerful Claims Data Management

Risk Insights & Trends
Surveys and Site Reviews for Airports and Airport Operators
Our Aerospace Loss Control specialists undertake a 360° review of the safety management systems, procedures and training our clients have in place through an in-depth survey and one day site visit.

Balancing industry best practice guidelines with commercial realities, clients benefit from a detailed report outlining practical steps to refine their operations and improve their safety.

What we cover: Airlines, Ground Handlers, General Aviation, Excess War, Products, Space, Airports

5,208
New Advised Claims in 2017

36%
of claims in 2017 were closed within 180 days

$245 m
Gross Indemnity Paid in 2017

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, 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 and the Tokyo Stock Exchange. Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: @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 into this press release. 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 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. ©2018 American International Group, Inc. All rights reserved