



CLAIMS FIRST

Confidence through partnership

Experiencing a loss can be a devastating experience. However big or small, our priority is to resolve your claim as quickly as possible, whilst 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 over 90 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 discretely 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 always take a pragmatic approach and ensure we take our client's requests and views into account.



Introducing our AIG First Party Cargo Marine Claims Promise

In the event of a first party cargo claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, AIG promises to provide the Policyholder with immediate working funds of 50% of their share of the agreed estimate within 7 days for:

- Property damage/repairs
- Sue and Labor
- Debris removal, if applicable



Technical Expertise

Segmenting our claims by value and complexity into our three different centers of excellence, Express, Complex and Major Loss means our clients benefit from our network of specialized adjusters with the right expertise to manage their claims and provide a swift claims resolution.

Our global networks of specialist adjusters understand the complex legal landscape. Our knowledge and understanding of applicable local legislation and international conventions enables us to resolve claims quickly and maximize recoveries, delivering tremendous benefits to our clients.



Insights and Risk Prevention

A global network of experienced Marine Consultants

Our Marine Loss Control Engineering team provides a wide range of expert risk management services to identify, quantify and minimize clients' marine exposures.

Claims Insights – Our management information tool, Intelliris, provides clients with global data and claims trend insights to empower their risk management strategies.



Responsiveness

Speedy resolution of straightforward claims

– We have established Value Based Adjusting for claims under a certain value where we will pay within 24 hours where all relevant documentation is supplied.

Proactive communication – Our proactive response to claim notifications ensures that our clients know who has taken ownership of their claim from an early stage.

Understanding our clients' business – Our nominated adjusters are aligned to specific insureds, promoting mutual understanding of business factors and giving our clients a service tailored to their requirements, while being a single point of contact throughout the lifecycle of the claim.

Stats



\$304m
in indemnity paid in 2017

6,300
new claims notified in 2017 for the North America Marine team



14
Marine claims examiners

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

Products covered by Marine Claims

- All Risks Cargo
- Freight Services Liability
- Port & Terminal Operator's Liability
- Charterer's Liability
- Stock throughput
- P&I
- Ship repairers' Liability
- Warehouse keepers' Liability
- Project Cargo

For more information please contact



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