



# 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, while providing you with the personal and proactive support you need to get you or your business back on your feet.

## Giving you Confidence

With unparalleled global expertise, technical knowhow and investment in innovation, our award winning claims teams know the best guidance to give and the best steps to take because 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 mobilise 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 to help you avoid a loss in the first place.

## Energy Claims Promise

In the event of a claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, the Energy Claims Promise ensures that energy policy holders will be provided with immediate working funds of 50% of their share of the agreed estimate for property damage/repairs, clean-up costs and expense/increased cost of working within 7 days.





## Technical Expertise

- **Property Claims Field Group** – 32 adjusters across the U.S. who are authorized to immediately settle Energy claims and deliver a check on site. Our adjusters close claims in half the time of an outside adjuster, ultimately helping clients get back on their feet faster.
- **Dedicated in-house examiners** across US and Canada highly specialized in Energy claims with 20 years in average experience level.
- Our **engineering team** of over 300 professionals has an unsurpassed multinational service offering, including critical catastrophe loss prevention that responds to companies of every shape and size. Our team includes a full suite of High Hazard and Highly Protected Risk (HPR) services.



## Insights and Risk Prevention

- **IntelliRisk®** is an online risk management information system that provides real-time detailed claims information and tools that enable clients to proactively monitor claims activity and run ad hoc loss runs in real time with daily access to updated data.
- Our **Forensic Accounting team** comprised of CPAs experienced in the measurement of economic losses and able to utilize accounting expertise, auditing and investigative skills to effectively and efficiently provide an in-depth analysis of insurance claims.
- By partnering with **Clemson University**, AIG is positioned to leverage engineering, analytics, claims and proprietary technology to build risk intelligence to help our clients, turning data into meaningful insight for our clients.



## Responsiveness

- **Catastrophe response teams** are deployed quickly; we have the ability to mobilize large numbers of claim technicians and experts to respond to any catastrophe.
- **OneClaim** is AIG's specially designed, global, end-to-end solution for claims intake, adjudication, and management and enables seamless coordination throughout the claims process.
- **Understanding our clients' business** – Our AIG claims adjusters are aligned to our 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 life cycle of the claim.

## At a glance

680+

New advised Energy NAM claims in 2017

20

years

the average experience level of our dedicated team of claims professionals

24

24-hour response claim acknowledgement to ensure clients' peace of mind

### 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

50+ YEARS

the number of years AIG has been a committed provider of energy insurance for the most complex of risks

\$544m

in indemnity paid in 2017

### What we cover:

- Oil and Petroleum
- Mining and Related Activities
- Chemical
- Power and Utilities
- Oil Rig
- Construction
- Captive/Risk Management
- Terrorism
- Cyber

## For more information please contact



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