



CLAIMS FIRST

Confidence through partnership

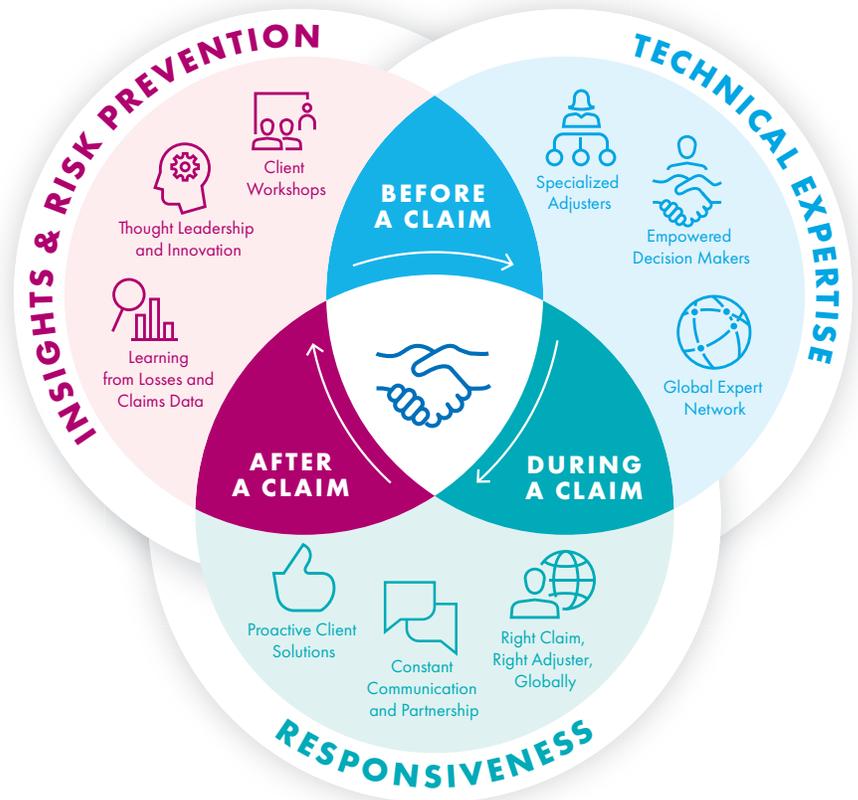
Experiencing a loss can be a devastating experience. However big or small, our priority is to resolve your claim as quickly as possible, while providing you with the personal and proactive support you need to get you or your business back on your feet.

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. 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

Settlement Strategy

Automatic screening of claims every 90 days to find the right opportunities for settlement at the earliest possible time, maximizing value on claims most likely to develop adversely over time. Dedicated settlement teams complete 29% more structured settlements than the industry average.

Automated Guidance

Automated referrals help to ensure that we bring in the right resources to guide medical care for the injured worker. Alerts and frequent scoring ensure that the claim representative and their manager identify claims with potential to develop adversely.

Expert Handling

We have expert Senior Technical Specialists ready to handle the most complex claims while AIG's Advanced Injury Analytics automatically ensures that the claim gets to the right hands on day one.



Insights and Risk Prevention

AIG Go WC

A mobile-friendly solution for injured workers provides current insight and information about their claims. Check on payments, apply for direct deposit, see prescriptions and more...

Client Centric Analytics

AIG partners with you to turn data driven insights into practical solutions using advanced analytics to pinpoint loss drivers, improve safety and ultimately reduce the total cost of risk. Limited availability.

Advanced Injury Analytics

Proprietary technology uses over 100 time-sensitive formulas to review claims every 30 days revealing early insights into the most complex cases and guiding actions towards the best outcome every step of the way.



Responsiveness

IntelliRisk

AIG's award winning system makes detailed claim information available real-time giving clients and brokers the power and information to manage risk more effectively and offer the ability for in depth analysis and data reports.

Productivity Edge

A Nurse Triage and Outcome Based Network (OBN) program provides guidance and ensures that the injured worker gets the right treatment. Now available in 36 states, Productivity Edge has resulted in self treatment for 30-40% of calls, avoiding unnecessary emergency room care or doctor's visits.

Client Engagement

AIG's Client Engagement team works with larger clients to ensure that custom programs provide the best service possible and our Client Services Group is there to answer questions and help guide smaller clients to better outcomes.

At a glance



Senior Technical Specialists to handle complex claims.



claims staff ready to assist our clients in the event of a workers' compensation injury.



The average experience of our U.S. Primary WC claims staff is 20 years in the insurance industry. They average 14 years with AIG.



The average savings in overall claim costs from **PRODUCTIVITY EDGE**



active users for **AIG GO WC**



Physical U.S. locations where workers' compensation staff operate, reporting to six service centers.



The number of times AIG's IntelliRisk RMIS system has been awarded a #1 rating by Advisen RMIS Review Report since 2007.



The impact rate in negotiating opioid prescriptions to appropriate guidelines, reducing opioid use in AIG handled workers' compensation claims since 2010. (11% nationally; 25% reduction in California alone)



Total claims closed by Settlement Strategy group since 2015.

SETTLEMENT STRATEGY

For more information please contact your local AIG representative or visit aig.com/wcclaims

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. ©2017 American International Group, Inc. All rights reserved