

PIER (Pollution Incident & Environmental Response)[®]



For over 20 years, PIER (Pollution Incident and Environmental Response)[®] has provided insureds of AIG companies with around the clock access to 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 liabilities.

Wide-ranging capabilities that reduce a client's total cost of risk

Emergency 24-7 Response

PIER provides its clients with round-the-clock response to environmental emergencies. A response is activated by calling the PIER 24-hour hotline, and our on-call staff will help assemble the right team of local specialists that can be mobilized immediately to help the client mitigate the loss, control costs and minimize the overall Liabilities. This program supports AIG Commercial insurance policies, with no extra costs, fees or out-of-pocket expenses required to access the PIER hotline.

PIER Mobile Website

The PIER mobile website provides AIG policyholders with a tool to contact the PIER Hotline (877-PIER-NOW) and to easily search our nationwide database for prequalified, local emergency response contractors, remediation contractors, environmental consultants, etc. who are ready to assist with every stage of an environmental incident.

Visit the PIER mobile website at www.aig.com/pier

Extensive Network of Specialized Response Companies

PIER maintains a global network of response specialists to assist with every stage of a crisis event from chemical spills, natural disasters and industrial hygiene to forensic engineering, investigative services and crisis communications. PIER services are available in the US, Canada, Europe, Australia, and New Zealand.

The PIER network includes specialists in:

- Emergency spill response
- Environmental consultation
- Cause and origin investigation
- Regulatory consultation
- Waste disposal
- Air quality and plume modeling
- Community relations

To ensure that clients are confident working with the PIER team, CRS screens each of these contractors, checking their labor and equipment rates, statement of qualifications, insurance certifications, and references. PIER contractors will then bill the insured directly, according to our pre-negotiated, discounted rates.

PIER Response Hotline: (877) PIER.NOW / (877) 743-7669

For more information email: CRS@aig.com

www.aig.com

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](https://www.youtube.com/aig) YouTube: www.youtube.com/aig | [Twitter](https://twitter.com/AIGinsurance): @AIGinsurance | [LinkedIn](https://www.linkedin.com/company/aig): 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.

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