

# Product Liability & Safety

We scrutinize potential claims:



Warning and labeling



Complaint management



Quality control



And consider emerging exposures:



Smart connected products



New toxic exposures



New regulations

Studies show that Product Liability defense costs and verdicts are often higher than any other type of claim. And for many industries, the direct and indirect costs of a product recall push losses even higher. To help our clients prepare for the product liability risks of today and tomorrow, our Risk Consultants collaborate with our claims and underwriting teams on our clients' true product liability exposure.

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

### Scrutinizing potential claims

We analyze a range of common and uncommon challenges including warnings and labelling, complaint management, quality control and training. We scrutinize them from a potential claims perspective, putting ourselves in the shoes of anyone who may encounter the product, to assess how the use, misuse or abuse of the product might lead to an unfortunate event.

### New and emerging exposures

We are constantly monitoring and sharing information with our clients on new and emerging exposures, such as how smart connected products constantly exchanging information can create new and shifting obligations for companies, new toxic exposure scenarios and evolving regulatory and legislative influencers, or what 3D printing means to supply chain concerns and the potential liabilities.

### Tailored client support

We conduct in-depth product liability exposure analyses for clients across their entire company and product line(s), or we deliver more focused support such as helping clients prepare for specific claims scenarios. We can evaluate the implications, potential exposures, and recommended solutions in the light of a newly reported exposure pathway or litigation trend.

### Modeling and online tools

Strong product liability risk management includes using all the information at your disposal, including big data. AIG's supply chain and business interruption modeling can turn data into insights to better understand upstream and downstream exposures due to natural and man-made factors. AIG also provides online management tools like product safety videos and tutorials to round out our client specific, face-to-face solutions.

For more information email: [CRS@aig.com](mailto:CRS@aig.com)

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