



## Claims Account Relationship Team

We pride ourselves on the quality of our claims teams and their ability to deliver service that our clients expect and can rely upon. Our Claims Account Relationship Team helps AIG in the UK to stay close to our business clients. The team facilitates action, provides advice and assistance to ensure that our clients receive the comprehensive claims service offered by AIG.

Their main roles and responsibilities are as follows:

- Work with our claims teams across all lines and regions, including AIG's global network, to ensure consistency of service
- Act as a conduit between AIG companies, clients and brokers
- Provide claims focal point for clients and brokers
- Maintain open communication with clients and brokers throughout the year
- Develop and execute bespoke account claims strategy for major clients
- Address and resolve claims servicing issues

Beyond this, the Claims Relationship Team also takes a lead in implementing new AIG-wide strategic claims service programmes. All are senior claims professionals with many years experience. With no assigned claims caseload, they are free to focus on client service delivery and ensuring that this culture is continually instilled into AIG UK's technical and day-to-day claims operations.



**Ian Allan**  
**Claims Account Relationship Leader, Manchester**  
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Ian is the appointed leader of the Claims Account Relationship Managers. Ian joined AIG in May 2004, and had already accrued over 16 years' claims handling experience in other organisations. He started his career in Leeds as a Casualty Claims Adjuster dealing with Employers Liability, General Liability and Property claims. Ian headed up the General Liability team for an international brokerage firm in their Leeds office, before joining AIG as a Senior Casualty Claims Adjuster and then going on to hold several roles within AIG claims before transitioning to Client Engagement where he leads the team and also oversees a portfolio of Multinational and Risk Managed Clients.



**Gemma Taylor**  
**Claims Account Relationship Manager, London**  
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Gemma began her insurance career in 2005 when she joined a law firm insurance team defending Financial Lines claims on behalf of professional clients and their insurers. After some years Gemma moved to an in-house legal role where she focused on defending a variety of claims against those companies (from notification to conclusion) and later adding the responsibility of procuring various lines of insurance cover for those companies, initially focusing on Financial Lines and Property and later Motor Trade and Transport. Based in our London Office, Gemma joined AIG in 2024 as a Claims Account Relationship Manager and oversees a portfolio containing multinational and multi-line clients.



**Fiona Miller**  
**Claims Account Relationship Manager, Croydon**  
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Fiona began her career in insurance at AIG in 1989, working for AIG Direct in the personal accident and travel claims department. Fiona moved across to AIG Commercial Insurance in 1998 taking the role of a Senior Claims Adjuster within the Accident & Health Department and became the Line Manager in January 2007. Fiona joined the Client Engagement Team in October 2008 as a Claims Account Relationship Manager.



**Lisa Jones**  
**Claims Account Relationship Manager, Croydon**  
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Lisa has been part of the AIG UK motor claims team since 2008, starting as a claims handler and quickly progressing to a Team Manager by 2012. In 2016, Lisa transitioned into the role of Claims Account Manager, focusing on Multinational Fleet programs across UK and Europe. Her primary role is to facilitate the communications between the local AIG Claims Teams, appointed third party handling agents and Client Risk Managers to ensure that claims are managed to the highest standards. She is also responsible for the provision of program wide claims data and the facilitation/resolution of claims related issues across the Network.



**Emma Seavers**  
**Claims Account Relationship Manager, London**  
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Emma joined AIG in 2024 having previously held a claims relationship role with PIB Insurance where she managed a varied portfolio of accounts within the commercial middle market and SME space. Prior to PIB Insurance, Emma commenced her career at Markerstudy Insurance Services Ltd specialising in motor insurance products where Emma held a number of roles in the company ranging from technical claims handler, motor team manager and claims and operations manager. Emma is based in our London office and is responsible for managing the claims relationship and oversight across a number of our multi-line and multinational risk managed accounts placed with AIG in the London Market.

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