

WINNING WITH AIG

Help when it matters most



## Management Liability

Management Liability policies provide invaluable protection for a company and its directors and officers if claims arise. When those policies are called upon to provide cover for professional defence costs, representation costs or damages for a variety of actions, investigations and allegations, our adjusters are here to provide help and reassurance.

Our specialist Management Liability claims team handles thousands of claims a year, and we've dealt with all types of liability claims before, from the smallest claims to the very largest. We have expert Management Liability claims handlers across multiple offices worldwide and our global expertise means that no-one is better placed to guide our clients through their complex legal environments and often unpredictable international exposures.

Not only will we support you when you face a claim, but our knowledge of claims trends will help you formulate your own risk management strategies.

### Giving you Confidence

We know that our insureds can face claims which are not only highly damaging to the company, but could also expose directors or officers personally and damage their reputation.

Our claims adjusters are used to dealing with difficult and sensitive claims and will provide solid guidance and facilitate access to the right advisers whatever the scenario.

### Working in Partnership

We work in partnership with our clients and their brokers and encourage our clients to meet with our claims adjusters before they have a claim to establish positive relationships, to discuss common claims scenarios and to discuss the process in the event that a claim occurs.

Client Focused

Delivering the right service in the right timescale

Insights and Emerging Risks

# AIG CLAIMS

Service Excellence    Benchmark for Quality

Problem Solver of Choice

Technical Leadership

## Technical Leadership

Our clients have the reassurance of knowing that AIG’s world-class D&O strength has never been greater, and our highly experienced claims teams are there to support them every step of the way.

When a claims situation occurs, our specialist D&O adjusters have the experience and know-how to protect you from the most critical risks. We have a global network of specialist advisers who can provide our clients with the support they need. We guide clients through the claims process and handle thousands of D&O claims every year.

You can be confident that when claims arise, our team has the strength, expertise and experience to protect and support our insureds.

“Thank you very much, excellent, proactive, client-facing service as usual, much appreciated, it means a lot for us to be able to demonstrate progress to our clients and it’s another great reflection on AIG.”

Quote from Broker

“It is a testament to the professionalism of your organisation that “when push came to shove” your support was of the highest order. On behalf of all stakeholders and particularly the 650 team members who now have a more secure future, I’d like to thank you for the support from your organisation, and you personally, at what has been a very difficult time.”

Quote from Client

### Legal Advice

Our clients have access to AIG’s first class panel of leading law firms to provide expert advice.

## ☆ Service Excellence

Our D&O Claims Adjusters are specialists in their field, and will work with you to formulate a strategic and effective response to each claim.

**We provide** an initial response within 5 working days.

**You will have** a single point of contact throughout the lifecycle of the claim.

## Insights and Emerging Risks

Our insights into D&O claims trends is freely available to help our brokers to assist their clients to formulate and improve their risk management strategies.

We provide key insights into risks affecting your business and the wider market.

- Cyber – we can provide workshops on Cyber risks
- AIG published Claims Insights are available through our latest news articles, Class Action updates and White Papers at [www.aig.co.uk/insights](http://www.aig.co.uk/insights), giving you the latest claims trends and product updates to help you manage your risk
- For tailored client services on risk insights please contact our claims team

### Key UK Financial Lines Claims Contact

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### Claims experts in the following products:



Directors & Officers



Professional Indemnity



Financial Institutions



Cyber/ Tech/ Media



Employment Practices



Kidnap & Ransom



Fidelity



Mergers & Acquisitions



Pension Trustee

## For more information please contact your local AIG representative or visit [aig.com/claims](http://aig.com/claims)

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