

WINNING WITH AIG

Help when it matters most



## Professional Indemnity

For companies providing professional services, facing a negligence claim can be daunting and potentially damaging. However big or small, our priority is to work with you to resolve claims as quickly as possible.

Our adjusters handle all sizes and types of claims against professionals, ranging from sole practitioners to complex international risks, and our national contacts and global network provide us with access to the best advisers. No matter the size of your business or the claim you are facing, a dedicated adjuster will work with you to resolve the claim and protect your financial interest and professional reputation, and minimize the disruption to your business. Not only will we support you when you face a claim, but we will also help you to reduce and manage your risks more effectively.

### Giving you Confidence

We know that our insureds can face claims which could harm client relationships and damage their reputation.

Our claims adjusters are used to dealing with highly sensitive matters that represent both financial and reputational risks to our clients. We are able to deal effectively and discreetly with all types of claims wherever they occur.

### 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 hypothetical 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

AIG has been writing financial lines risks for nearly 40 years and has a larger and more varied claims portfolio than many of our competitors.

Our specialist professional indemnity claims team is one of the most experienced in the insurance market. Our adjusters have backgrounds in insurance, law and industry, and our clients benefit from their broad expertise. You can be confident that when claims arise, our team has the expertise and experience to protect and support your business.

“I am not very often moved to thank Insurers, but on this occasion it is certainly due. I have been very impressed with the way AIG and your appointed representatives have handled both the investigation and consideration of policy cover. This has been handled in a very professional manner from start to finish. In an era where many Insurers look for ways not to pay large claims, the process has been enlightening and has provided huge comfort to the client during a very stressful episode.”

Quote from Broker

## ★ Service Excellence

Our Professional Indemnity Claims Adjusters are specialists in their field, providing you with the expertise you need.

**We provide** an initial response within 2 working days.

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

## Insights and Emerging Risks

We can provide tailored workshops for our clients to:

- reduce and manage business risks
- discuss notification and the claims process
- review lessons learned from claims scenarios

**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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