

WINNING WITH AIG

Help when it matters most



UK Trade Credit

Being subject to a loss caused by non-payment by a customer or counter-party can be a challenging and disruptive experience. However big or small, our priority is to resolve your claim as quickly as possible, whilst providing you with the personal and proactive support you require.

As well as supporting you when a claim occurs, we also help you mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise around new exposures, our underwriters help to reduce and manage your risks more effectively. We also complete recovery efforts to further mitigate the impact of the loss by ensuring you receive reimbursement of your portion of monies recovered.

Giving you Confidence

Given the nature of our clients' businesses our insureds' claims are often front page news. Our claims adjusters are used to dealing with highly sensitive matters that may represent a large financial risk to our clients.

Working in Partnership

We work in partnership with our Insureds and their brokers to develop strategies focused on preventing losses from occurring and, where they are unavoidable, minimising those losses by providing local expert engagement as well as close interaction with our large network of advisors to manage distressed situations wherever they are located in the world.

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 trade credit risks for over 35 years and has strong experience in managing a variety of claims ranging from small/medium sized businesses through to global multinational clients.

Our specialist trade credit claims team has handled more than 2,000 claim notifications in the UK since 2019. You can be confident that when a claims situation occurs our claims team has the expertise and experience to help you protect your organisation from the most critical risks.

"May I take the opportunity of thanking [the AIG Trade Credit Claims Team] very much for the professionalism, initiative and support you have shown in the past few months in respect of this matter.

In the 35 years that I have been involved in credit insurance, this is by far the largest claim I have been involved in and the experience has reaffirmed the standing I hold of AIG as a company.

I am very appreciative of the responsible position taken and I will not be reticent about reaffirming your reputation as a company that operates with both integrity and fairness."

Quote from Broker

☆ Service Excellence

We provide an initial claim receipt notification within 2 working days.

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

On average in 2023, **we provided** an initial payment on claims within 31 days of receipt.

Insights and Emerging Risks

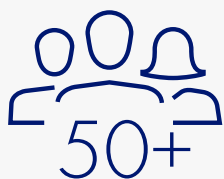
We can provide tailored guidance to our clients on:

- Insolvency processes, whether in UK or anywhere on the globe.
- Notifications and the claims process.
- Key points to consider for debt collection and when presented with debt restructuring requests.

Did you know?

We provide key insights in avoiding and minimizing losses such that claims under your AIG policy are also avoided or minimized.

- We engage directly to provide guidance and consent to debt restructurings.
- Our network of internal and external collections, legal and investigations network is available to guide outcomes from the high street to distant locations.
- Recovery Rate for claims made on UK Trade Credit policies since 2019 – 12%.



Years of industry experience across the AIG Global Trade Credit Claims Team.



Paid out in UK Trade Credit Claims since 2019



Newly advised UK Trade Credit Claims since 2019

Key UK Trade Credit Contacts

Corine Troncy

Global Head, Trade Credit
Tel: +44 (0)7873 618779
Email: corine.troncy@aig.com

Adam Knowles

Head of Claims for Credit Lines UK & EMEA
Tel: +44 (0)20 7954 7193
Email: adam.knowles@aig.com

Claims experts in the following products:

Domestic Risks, Export Risks, Bespoke Programs, Trade Finance

For more information please contact your local AIG representative or visit aig.com/claims