

WINNING WITH AIG

Help when it matters most



UK Energy

Experiencing a loss can be a devastating 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 need to get you and your business back to normal.

Not only will we help you when a claim occurs, but we will also help you limit potential claims in the first place. Utilising our loss scenario workshops, global claims data, fraud trend analysis and expertise around new exposures, we help to reduce and manage your risks more effectively.

Giving you Confidence

With over 50 years' experience in dealing with all types of energy claims which may represent both financial and reputational risk to our clients – you have the confidence in our knowledge and resources to manage these promptly and effectively – including multinational claims, captive accounts and claims that span multiple jurisdictions.

Working in Partnership

We work in partnership with our clients and their brokers and encourage our clients to meet with our claims professionals before they have a claim to establish positive relationships, to discuss hypothetical scenarios and to set expectations and define protocols 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

Our Energy Claims Promise

In the event of a major claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, we promise to provide the Policyholder with immediate working funds of up to 50% of our share of the agreed estimate within 7 days for:

- Property damage/repairs
- Clean-up costs
- Extra expense/increased cost of working

Technical Leadership

Across the UK we have dedicated specialised Energy claims professionals, the majority of whom have over a decade's worth of experience.

With a larger and more varied portfolio of claims than most of our competitors, we deal with over a thousand Energy claims in the UK each year – giving our clients comfort of our experience in handling all types of claim situations. Our major loss adjusters handle the highest value and most complex claims across the world.

☆ Service Excellence

Site Visits – In the event of a significant claim to the insured AIG ensures our staff, where possible, or representatives attend the site at the earliest opportunity to enable swift decision making.

Cashflow – We prioritise interim payments to support clients' cashflow in their moment of need.

Proactive Communication – We ensure our clients are kept updated at key stages of a claim through our 'Moments of Truth'.

Understanding our clients' business – Our AIG claims professionals are aligned to specific insureds, promoting mutual understanding of business factors and giving our clients a service tailored to their requirements, while being a single point of contact throughout the lifecycle of the claim.

Insights and Emerging Risks

Pre-loss Planning Meetings

At AIG, responding to a claim is never a process, it's a partnership.

We focus on close relationships to ensure the claims adjustment runs as smoothly as possible with the aim of returning our insured to a position where they can resume their operations as quickly and efficiently as possible.

Our pre-loss planning meetings provide the perfect opportunity for all stakeholders to be prepared and responsive to a loss and understand fully what the claims process will look like and prioritise key areas of importance.

We structure the meetings around our insured's business needs and the critical path to recovery– from single hour meetings to longer more in-depth sessions.

Typical content includes:

- Analysing the clients' operations, highlighting key locations and exploring their vulnerability to particular perils.
- Creating possible loss scenarios for a typical type of event at parts of the insured's operation and walking the client through the claims process starting from the moment the loss occurs.
- Defining the claims team and identifying key experts in advance, eg. Loss adjuster, accountant or engineer and introducing them to the client.

Did you know?

Multinational

We provide seamless coverage for Multinational businesses of all shapes and sizes supporting Local, Global and Controlled master programs

 \$315.5m →  \$1,314,808

Total paid out in UK Energy Claims in 2023

Paid out per working day*

Key UK Energy Contact

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Energy Market

Claims Expertise

Oil and Petrochemical
Mining and Related Activities
Chemical
Power and Utilities
Upstream
Construction
Renewables
Captive/Risk Management
Terrorism
Cyber

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

*Paid by working day assumes 240 working days per year

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