

WINNING WITH AIG

Help when it matters most



Motor UK

Being involved in a motor incident 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 need to get you or your business back on the road.

Not only will we help you when an incident occurs, but our aim is to help our Customers reduce the frequency of incidents and mitigate potential claims in the first place. Through our global claims data, fraud trend analysis and expertise in new and emerging trends within the industry, we can support you to reduce and manage your risks more effectively.

Giving you Confidence

Through our extensive global network and access to technical expertise across the world, you can have confidence that our UK award winning claims teams know the best guidance to give and the best steps to take to achieve the optimal claim outcome.

Working in Partnership

In the UK, responding to a claim is never a process, it's a partnership. This can involve mobilising our global network from around the world to provide support, from transporting you home and limiting the disruption to your business. We have a unique ability to partner with Customers' own established eco-systems to be able to provide a truly bespoke solution where required. We work with you to understand your requirements and share our decades of experience to seamlessly integrate your needs into the Customer journey.

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

Casualty Commitment

We recognise that however big or small, being subject to a claim can be a challenging and disruptive experience. From the inception of the policy, you will have access to a dedicated claims contact at AIG who is on hand to provide you with the personal and proactive support you require throughout the claims journey.



Chartered Insurance Institute

Accredited

AIG's CDF Technical Knowledge and Business Acumen training programme meets CII CPD accreditation standards.

Technical Leadership

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

Our highly trained claims adjusters ensure you have the right level of expertise in Bodily Injury, Property Damage, Credit Hire and Fraud to deal with your claim. We also have in-house appraisers who review non-approved estimates and achieve 20% savings on average from initial estimate costs.

AIG Approved Repairer Network

Our approved nationwide repair network has in excess of 70 owned bodyshops, in addition, 300 affiliated body shops and an extensive mobile repair offering. Delivering guaranteed repairs at preferential rates in rapid timescales, to keep your vehicle off road time to a minimum.

- 1 day repair option
- Free courtesy car (where applicable)
- Guaranteed repairs, costs and quality (3 year warranty)
- Mobile repairs available
- Original parts for all repairs
- All vehicle types repaired
- Free collection and delivery
- Free 21 day storage
- 7 days faster than “own repairers”

Glass Repairs

Our nationwide glass repair network specialises in repairs and replacements for windscreens, rear or side windows and sunroofs

- 24hrs 365 days a year
- Flexibility to book your own appointments Online at your convenience
- No road side billing for excess and VAT
- 108 fitting centres and 800 mobile technicians
- Depot service – at best time and place for you
- Market leading ‘Time to Serve’
- All types of cars, vans and commercial vehicles
- Mobile road side service
- Post-accident calibration of ADAS cameras

★ Service Excellence

Our specialist motor Claims Adjusters have the expertise to support you through the claims journey

We provide an initial assessment and response within 24 hours.

You will have a dedicated claims and point of contact to manage your claim.

In partnership with you we will keep you updated and involved at every moment of truth throughout a claim.

Digitisation our cloud solution means that we can seamlessly receive and store dashcam and/or video evidence, images and telematics data digitally, speeding up the resolution of the claim and help the fight against fraudulent claims

Expertise beyond claims handling includes our team of fully quality and dedicated ‘in-house’ motor engineers on hand providing truly expert knowledge and support

Insights and Emerging Risks

Helping your clients avoid losses:

Claims review workshops – we track claims trends, escalate any issues and hold frequent claims reviews with you to understand any patterns or trends that emerge.

Intelligent Claims MI & Insights – our interactive dashboard helps profile the nature of claims, root cause, frequency and financial impact.

Through our Client Risk Services – we provide our customers with a comprehensive suite of selected vendor services to support with loss prevention.

Driver Training Solutions – our customers can benefit from our driver training solutions supporting loss prevention.

IntelliRisk – Access to AIG’s next generation risk management information system is available at no cost – Demo Video: <https://youtu.be/gW6UpfwBF6c>

Fraud Management

AIG has no appetite for fraud or misconduct. AIG Global Investigation Services includes a dedicated UK team of specialised fraud analysts and investigators who work collaboratively with our claims teams to help AIG and our policyholders prevent, detect and investigate fraud.

 \$6,211,307

Average fraud savings over a 5 year period

 \$153m

Average paid out per year based on a 5 year average

 46,658

Average new advised claims per year over a 5 year period

Key UK Liability Contacts

John Carr

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

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