



10 Questions to Ask Your Financial Lines Insurer

Here are 10 questions to help you determine if your insurance carrier shares your concerns about how claims should and would be handled:

- 1 Are the insurer’s claims professionals specialists in a line of business, or are they generalists who handle a mix of unrelated lines of business?**
 AIG’s Financial Lines claims professionals specialize by line of business, exclusively handling Directors and Officers, Errors and Omissions, Financial Institutions, Employment Practices Liability, Fiduciary, Fidelity, Representations and Warranties, Kidnap and Ransom, and Cyber Liability claims.
- 2 How experienced is the Financial Lines Claims Department?**
 On average, our more than 200 claims professionals in the U.S. and Canada have over 10 years of experience, with many of our managers having over 25 years of experience.
- 3 Do the insurer and its claims group have an established and consistent track record in the market?**
 AIG has been providing Financial Lines insurance for over forty years.
- 4 Do clients have direct access to all levels of the claims department, including senior management?**
 Any insured has the ability to speak directly with our claims department, especially our senior management team, without the need to go through an attorney or other third-party.
- 5 Are the claims professionals authorized to make important decisions in a timely manner, or are they delayed due to obtaining multiple approvals from a committee?**
 Financial Lines’ claims professionals are authorized to make decisions in a timely manner when response time matters most.
- 6 Is the carrier a primary carrier, or is it an excess carrier that also sells primary coverage?**
 Financial Lines is first and foremost a provider of primary coverage.
- 7 Do the insurer’s claims professionals actually handle the claim, or are they merely a conduit to an outside law firm?**
 Financial Lines’ claims professionals are actively involved in all aspects of your claim, bringing their experience and skill to bear when it is most needed. As most of our coverage is written on a primary basis, our claims professionals are on the front line time after time.
- 8 How does the carrier rank in the most recent broker surveys that focus on Financial Lines claims?**
 Broker surveys consistently recognize AIG Financial Lines’ claims team as the industry leader when compared to our competitors.
- 9 Does the insurer have a pre-approved panel of some of the nation’s top law firms and relationships with some of the top litigators and mediators in the country?**
 Financial Lines has long-standing relationships with some of the most prominent and experienced law firms and mediators in the U.S. for clients to use if faced with a lawsuit.
- 10 Is there a dedicated Litigation Management department that can assist you in obtaining the most favorable result in a cost effective manner?**
 Financial Lines’ Litigation Management Department makes sure that only law firms with a proven record of litigation success and the ability to maximize litigation efficiency are members of our Panel Counsel program. Our joint litigation management and claims handling approach helps insureds achieve the best possible outcome, in the most efficient manner, at the lowest possible cost.