



# CLAIMS FIRST

Confidence through partnership



Experiencing a loss can be a devastating experience. However big or small, our priority is to resolve your claim as quickly as possible, while providing you with the personal and proactive support you need to get you or your business back on your feet.

Not only will we help you when a claim occurs, but we will also help you mitigate potential claims in the first place. Through our 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 70 years experience in dealing with highly sensitive claims which may represent reputational risk to our clients - you have the confidence in our knowledge and resources to manage these discretely and effectively.

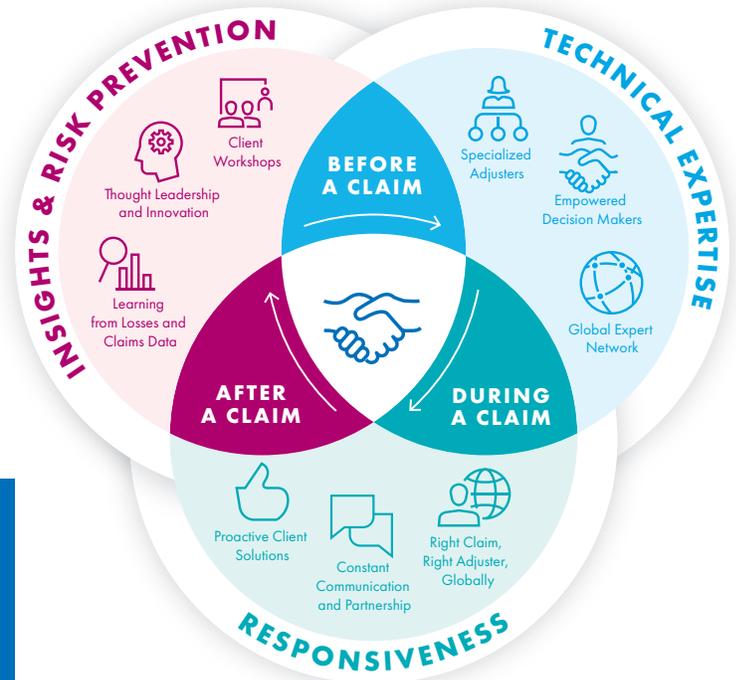
## Working in Partnership

Having a close partnership with our clients is essential and we meet prior to a claim to discuss hypothetical scenarios and to set expectations in the event that a claim occurs. When a claim does occur we take a pragmatic approach and take our client's requests and views into account.

## Introducing our Unique Aerospace Hull Claims Promise

In the event of a claim, AIG will confirm coverage under the policy, Loss Payee, Title & Ownership interest as quickly as reasonably possible. Once coverage, ownership & financial interest in the aircraft is confirmed, AIG promises to provide the Policyholder with immediate working funds of 50% of AIG's share of the agreed amounts within 7 days for:

- Agreed Hull value
- Aircraft / Salvage Recovery
- Debris removal and crash site clean up





## Technical Expertise

Your Americas Aerospace Claims Team – Extensive experience in handling major losses across the globe.



**Ted Green**  
Head of Aerospace Claims  
ted.green@aig.com  
+1 404-249-1832



**Tracy Morris**  
Major Loss Claims Adjuster  
tracy.steele@aig.com  
+1 404-249-1939



**Lili Beneda Rubenstein**  
Senior Complex Claims Director  
lili.benedarubenstein@aig.com  
+1 646-857-0110



**Noreen Brogan**  
Airline Claims Manager  
noreen.brogan@aig.com  
+1 404-249-1846



**Garrett Pendleton**  
Vice President Airports & Products Claims Manager  
garrett.pendleton@aig.com  
+1 404-249-6157



**Matt Teeuwen**  
Major Loss Claims Adjuster  
matthew.teeuwen@aig.com  
+1 720-502-5002



**Jeff Sheets**  
Claims Manager  
jeffrey.sheets@aig.com  
+1 213-689-2727

“I just wanted to thank your team for the excellent service that they have provided as in respect of the claim. It’s good to know that when something major goes wrong, AIG can be relied upon to respond in the “right way”. The insured is extremely pleased with how this unfortunate incident has been handled and I am sure will sing your praises if asked by their peers or by anyone else for that matter.”

Quote from Broker



## Responsiveness

Highly responsive global claims management

With claims departments located in the United Kingdom, United States, Singapore and offices worldwide, we are available 24 hours a day 7 days a week

## Did you know?

**Multinational** – AIG provides seamless coverage for multinational businesses supporting local, global and controlled master programs. Multinational businesses should consider the following key areas when implementing their global insurance program:

- Global Reach
- Local Knowledge
- Communication, Collaboration, Consistency and Coordination
- Powerful Claims Data Management



## Risk Insights & Trends

Surveys and Site Reviews for Airports and Airport Operators

Our Aerospace Loss Control specialists undertake a 360° review of the safety management systems, procedures and training our clients have in place through an in-depth survey and one day site visit.

Balancing industry best practice guidelines with commercial realities, clients benefit from a detailed report outlining practical steps to refine their operations and improve their safety.



5,208

New Advised Claims in 2017



36%

of claims in 2017 were closed within 180 days



\$245 m

Gross Indemnity Paid in 2017

**What we cover:** Airlines, Ground Handlers, General Aviation, Excess War, Products, Space, Airports