



Fact Sheet

## Claims

When the unexpected happens, our AIG Claims team steps in to help you recover quickly. Our focus is on your needs, ensuring we provide a clear, efficient and empathetic service to our clients. By combining global insights and local expertise, we help you manage risk and navigate claims with confidence.

### Claims at a Glance

**NZ\$690M**

Total claims paid

**20,500+**

Total number of claims paid

**18,000+**

Total claims received

**98.2%**

Claims covered

**99.9%**

Of claims resolved by local decision makers

\*AIG Pacific claims statistics in 2024.  
\*\*Total claims paid calculated in NZD.

### The AIG Pacific Claims Advantage

We're committed to partnering with our clients and brokers long before the claim—identifying emerging risks and trends to help you avoid threats, manage exposures and reach new potential.



#### Client Focused

We provide tailored support to clients, regardless of size. Our claims professionals have specialised expertise by line of business and product, so we assign claims to the right expert, providing a single point of contact from lodgement to completion.



#### Local decision-makers

Our team has the authority to make quick decisions at a local level. Backed by a global network, we deliver faster, informed outcomes for our clients.



#### Insights & Emerging Risks

Through our global claims data, fraud trend analysis, training sessions, and expertise around new exposures, we help clients to reduce losses and minimise business disruptions.



### Our Energy Claims Promise

The AIG Energy Claims Promise ensures rapid support when you need it most. Following coverage confirmation of a major claim, we advance **up to 50% of our share of the agreed loss estimate\* within 7 days**, providing the immediate funds you need for property damage, repairs, clean-up costs and extra expenses/increased cost of working.

**Ask your broker how the Energy Claims Promise can support your business.**

\*Does not apply to Business Interruption and based on damage and expense estimate.

## There for you before, during and after a claim

We take pride in delivering responsive, fair, and professional service on every claim, big or small. Our claims examiners will maintain open and regular communication with you throughout the claim's lifecycle.



### Commitment to Service Excellence

When you choose AIG, you can rely on our efficient process and local expertise, backed by a global network. We are committed to delivering timely outcomes, regular communication and proactive service.



**65**

Australia NPS Score\*



**No 1**

Property Claims Service Provider\*

“Thank you for your kind cheerful service. You have answered our every query and settled this claim with understanding & empathy. Service very rarely seen in today’s busy world!”

- Email from Insured

“Thank you so much for the prompt settlement of this claim – it’s very much appreciated. AIG’s excellent claims service is one of the reasons I recommend your products to our clients”

- Email from Insured

\*as voted by leading International Broker in Australia in 2024.

### Key AIG Pacific Claims Contact

#### Trudi Reeves

Head of Property Energy Construction Claims  
Tel: +61 0421 407 872  
trudi.reeves@aig.com  
aig.com.au/claims

#### Lindsey Chadwick

Property Claims Manager  
Tel: +64 (09) 3553118  
lindsey.chadwick@aig.com  
aig.co.nz/claims

### Claims experts in the following lines of business:



Accident & Health



Casualty



Commercial Property



Corporate Travel



Credit Lines



Energy & Construction



Environmental



Financial Lines



Marine



SME Package



Warranty Programs

**For more information please contact your local AIG representative or visit our website.**

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