News



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AIG COMPANIES® ANNOUNCE NEW CLAIM INTAKE DEPARTMENT FOR

SEVERITY LINES CLAIMS

NEW YORK, August 15, 2007 – The AIG Companies® today announced the formation of a new Claim Intake Department (CID) streamlining the claim intake and reporting process for severity lines of business.

The CID, which responds to excess casualty, environmental, pollution insurance, healthcare, excess workers' compensation, toxic tort and risk finance claims, was developed to provide a centralized entry point and customer service resource for these severity lines. It will enhance the AIG Companies' ability to efficiently adjudicate severity claims by promptly assigning each new notice of loss to the most appropriate claim professional. It will also enable brokers and clients to have clearly identified points of contact throughout the life of a claim.

"CID is further evidence of our commitment to customer service and to optimize the claims management process" said Rick Woollams, President, P&C Severity Claims, AIG Domestic Claims, Inc. "With CID, we expect to speed up the acknowledgement of claims, provide timelier claim resolution, improve response times to customer inquiries, and deliver a more consistent claim product across all severity lines."

The CID is the latest claim advancement from the AIG Companies. In June of this year, the AIG Companies announced the Catastrophe Advantage Program (CAP), an exclusive benefit to help commercial property policyholders recover from hurricane-related losses by securing vital claim adjuster resources prior to landfall.

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AIG Companies refers to the domestic property and casualty insurance subsidiaries of American International Group, Inc. (AIG). Non-insurance services may be provided through independent third parties.

American International Group, Inc. (AIG), world leaders in insurance and financial services, is the leading international insurance organization with operations in more than 130 countries and jurisdictions. AIG companies serve commercial, institutional and individual customers through the most extensive worldwide property-casualty and life insurance networks of any insurer. In addition, AIG companies are leading providers of retirement services, financial services and asset management around the world. AIG's common stock is listed on the New York Stock Exchange, as well as the stock exchanges in Paris, Switzerland and Tokyo.

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