

FOR BROKERS

Claims I Case Studies

Claims Promise in Action

AIG's Claims Promise provides eligible clients with rapid access to funds, helping them manage immediate cash flow needs, accelerate recovery and return to business sooner. Below are examples of our Claims Promise in action.

Extensive Water Damage

AUD$750,000 paid within 3 business days

A major multinational retail client experienced extensive water ingress at its NSW store following the failure of a sprinkler fitting. The incident caused significant property damage and disruption to operations.

Response

The claim was formally notified to AIG with an initial loss estimate of AUD$1.2 million. While the insured's preferred supplier finalised detailed repair scope, quotations and timeline, AIG proactively offered a **Claims Promise payment of AUD$750,000.** Following acceptance by the insured, funds were issued within three business days.

Impact

The early payment provided immediate access to crucial funds, reducing budget pressures and enabling the client to accelerate recovery efforts, manage cash flow needs, and begin remediation work without unnecessary delays.

Why AIG?

AIG understands that recovery cannot wait for every detail of a claim to be finalised. Through our Claims Promise, we can provide eligible clients with rapid access to funds, helping businesses recover faster and return to normal operations sooner.

Motor Generator Damage

AUD$100,000 paid within 2 business days

A Queensland power generation operator sustained damage to the motor of a steam turbine generator, resulting in a complex machinery breakdown loss requiring detailed technical investigation.

Response

While the insured and original equipment manufacturer assessed the cause of the damage, AIG provided a Claims Promise payment based on 50% of the estimated 20% lead market share exposure. After the insured accepted, **AIG issued a payment of AUD$100,000 within two business days**, setting a market benchmark. Other insurers then contributed an additional AUD$400,000 to support the client's recovery.

Impact

The advance payment provided certainty during a period of technical investigation and enabled the insured to progress recovery planning while the full scope of repairs continued to be assessed.

Why AIG?

At AIG, service excellence means acting decisively when clients need support most. Our empowered claims specialists can make timely decisions and provide early financial support, helping clients move forward with confidence while investigations continue.

Major Fire Loss

NZD$5.075 million paid within 2 business days

A significant fire devastated a large commercial warehouse facility in Christchurch, New Zealand, causing more than NZD$10 million in damage to the building. Investigations identified lithium battery power packs stored within one of the tenancy's premises as the cause of the fire.

Response

Upon notification of the loss, AIG quickly mobilised a senior loss adjuster to the site. Investigations began immediately, and within five business days, preliminary reports confirmed initial loss estimates. AIG then initiated Claims Promise discussions and issued a **NZD$5 million material damage payment and NZD$75,000 for loss of rents within two business days**. At the insured's request, the damage payment was made directly to the mortgage holder to avoid unnecessary interest charges and banking costs.

Impact

The substantial early payment provided immediate financial certainty following a major loss, enabling recovery planning to commence without delay while reducing additional financial burdens on the insured.

Why AIG?

When major losses occur, speed, communication and expertise matter. AIG's coordinated claims response, proactive communication and ability to deliver significant early payments helped provide confidence and certainty at a critical time. The broker later highlighted the insured's appreciation of the seamless claim experience and transparent engagement throughout the process.



Our Claims Advantage

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.

The scenarios described herein are offered only as examples. Coverage depends on the actual facts of each case and the terms, conditions and exclusions of each individual policy. Anyone interested in the above product(s) should request a copy of the standard form of policy for a description of the scope and limitations of coverage.

AIG

For more information, please contact your local AIG representative.

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