

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

A$645M	21,000+	19,000+	98.2%	99.9%
Total claims paid	Total number of claims paid	Total claims received	Claims covered	Of claims resolved by local decision makers

*AIG Pacific claims statistics 2025.
**Total claims paid calculated in AUD.

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. If coverage of a major claim is confirmed, 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 and repairs.

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

*This is subject to confirmed liability and based on agreed Property Damage estimates only and does not apply to Business Interruption.

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.

BEFORE A CLAIM

Claims Data and Analytics

Pre-loss Planning Meetings

Emerging Risks and Insights

1 **Notification**

The claims process starts when you contact your local AIG office or your broker.

2 **Assignment**

Your claim is swiftly assigned to a claims examiner whose skills and experience match your needs.

3 **Processing**

The dedicated claims handler will support you throughout the entire claim process, from lodgement to completion.

4 **Resolution**

We will work to achieve the best possible outcome for your claim.

AFTER A CLAIM

Lessons Learned

Analysing Claims Data

Identifying Claims Trends

DURING A CLAIM

Global Network | Service Excellence | Technical Expertise

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.

71
Australia NPS Score*

Award Winner!
Elected 5-Star Claims Insurer of 2026 by the Insurance Business

"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 2025.

Key AIG Pacific Claims Contact

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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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