

WINNING WITH AIG

Help when it matters most



## Cyber

It is commonly said that the biggest risk to companies today, big and small, domestic or international, is a Cyber breach. Unfortunately it is also thought to be a 'when' not 'if' scenario. No matter what size or type of business you have, our priority is to provide you with immediate and specialist assistance to contain the incident and ensure your business is back up and running as soon as possible.

At AIG, our adjusters have handled all types of cyber incidents including ransomware, business email compromise or breaches of personal information. No matter your business type or location we ensure that you are provided with appropriate expertise to guide you through the incident and minimize the disruption to your business. Our adjusters will work with you to resolve the incident and any insurance claim which results from the breach including Business Interruption or Cyber Extortion.

### Giving you Confidence

We know that our clients can face incidents which can harm customer relationships and damage their reputation.

Our claims adjusters are used to dealing with highly confidential matters that represent both financial and reputational risks to our clients. We are able to deal effectively and discreetly with all types of incidents wherever and whenever they occur.

### Working in Partnership

We work in partnership with our First Response providers, insureds and their brokers to resolve a Cyber incident as quickly and effectively as possible. At all times we encourage communication between the parties to ensure that the situation is discussed and resolved in a manner which is both permitted and also commercial for your business.

Client Focused

Delivering the right service in the right timescale

Insights and Emerging Risks

# AIG CLAIMS

Service Excellence Benchmark for Quality

Problem Solver of Choice

Technical Leadership



## Technical Leadership

AIG has been writing financial lines risks for nearly 40 years and has a larger and more varied claims portfolio than many of our competitors.

Our specialist Cyber claims team is one of the most experienced in the insurance market. Our adjusters have backgrounds in insurance, law and industry, and are supported by our global First Response network to ensure that you are provided by the best support in your local area.



## Service Excellence

As part of our First Response offering, you will receive a phone call from a Legal Advisor within one hour of notifying AIG's Cyber Emergency Number.

**We provide** access to Legal Advice and IT Forensics for 48 hours at AIG's cost to ensure that your business get back up and running as soon as possible after a Cyber incident.

**You will have** a single point of contact throughout the lifecycle of the claim.



## Insights and Emerging Risks

We can also provide Loss Prevention tools:

- **Cyber Maturity Report Review**
- **Employee Cybersecurity eLearning**
- **Incident Response Plan**

We provide key insights into risks affecting your business and the wider market.

- Cyber – we can provide workshops on Cyber risks
- AIG published Claims Insights are available through our latest news articles, Class Action updates and White Papers at [www.aig.co.uk/insights](http://www.aig.co.uk/insights), giving you the latest claims trends and product updates to help you manage your risk
- For tailored client services on risk insights please contact our claims team

“I have just phoned you to express my thanks for all you have done for us on this matter. We could not have hoped for a better outcome in what, for us, was a very sizeable claim. As I said on the phone, my choice of PI insurers each year is very much influenced by the support we receive when difficulties arise and it will certainly be an important part of our decision process going forward”

Quote from Solicitor

## Key UK Financial Lines Claims Contact

### David Self-Pierson

UK Head of Financial Lines Claims  
Tel +44(0)20 7954 8212  
[David.Self-Pierson@aig.com](mailto:David.Self-Pierson@aig.com)

### Nina Nayee

Technical Head of Financial Lines Claims,  
UK and EMEA  
Tel: +44(0)20 7063 5402  
[Nina.Nayee@aig.com](mailto:Nina.Nayee@aig.com)

## Claims experts in the following products:



Directors & Officers



Financial Institutions



Employment Practices



Fidelity



Pension Trustee



Professional Indemnity



Cyber/ Tech/ Media



Kidnap & Ransom



Mergers & Acquisitions

# For more information please contact your local AIG representative or visit [aig.com/claims](http://aig.com/claims)

American International Group, Inc. (AIG) is a leading global insurance organization. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions and other financial services to customers in approximately 70 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange. Additional information about AIG can be found at [www.aig.com](http://www.aig.com) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: @AIGinsurance [www.twitter.com/AIGinsurance](http://www.twitter.com/AIGinsurance) | LinkedIn: [www.linkedin.com/company/aig](http://www.linkedin.com/company/aig). These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference herein. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at [www.aig.com](http://www.aig.com). All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries and jurisdictions and coverage is subject to underwriting requirements and actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds. American International Group UK Limited is registered in England: company number 10737370. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register ([www.fca.org.uk/register](http://www.fca.org.uk/register)).