



## See us in action

If you have a claim, AIG Private Client Group, a division of the member companies of American International Group, Inc. (AIG), provides swift personal attention and real solutions. Although we handle complex losses every day, each one comes with its own set of circumstances. Tailoring our service to suit your specific needs is simply business as usual. Here are some examples:

### Going once, going twice, sold!

A crystal vase that was no longer in production was shattered at a policyholder's home. He expressed that he would much rather have the piece replaced than receive a payment. So, our claims adjuster assisted him in finding the same piece on eBay. The policyholder was familiar with eBay, but did not have an account to bid on the item. Recognizing that time was of the essence, our adjuster took the lead and bid on the policyholder's behalf. We won the piece, paid the seller directly, and had the item shipped to the policyholder.

### Finding flexibility in a marble slab

Policyholders had incorporated custom marble into the design of their kitchen, living room and dining room. When the matching kitchen island sustained damage, replacing it to maintain the custom quality would mean replacing the flooring as well—a \$300,000 expense. Although AIG coverage would allow for the extensive replacement, the homeowners did not want to tear up the floors. Understanding those concerns, we offered a \$50,000 "appearance allowance"—a payment given in place of making repairs. The alternative solution was happily accepted.

We strive to exceed expectations, and we are proud of the fact that policyholders throughout our history have overwhelmingly rated our claim service as "exceptional."

### Thinking beyond the bulldozer

A policyholder's 32,500-square-foot residence—designed to resemble a modern-day castle—sustained significant fire damage. Our claims adjuster was there within hours of the fire being reported and monitored the scene during the two days it took to extinguish the flames. At one point, the fire chief had a bulldozer brought to the site and wanted to tear down the limestone exterior. Staying directly involved enabled the adjuster to discourage demolition and collaborate with the fire chief to find a different approach. As a result, the stonework was saved and the rebuild time was reduced by several months.



Bring on tomorrow