


AIG General acquires industry-first ISO22301 certification for entire business

TOKYO, February 21, 2019— AIG General Insurance Company (AIG General) announced today that all its services have earned the ISO22301 certification for business continuity management systems, a management system standard demonstrating preparedness for responding to and protecting the company from various events or incidents that threaten a business and the ability to recover the business immediately. AIG General is the first company in the insurance industry to acquire this certification for the entirety of its product and service catalogue.

As a general insurance company, business continuity in the event of a large-scale natural disaster is an extremely important management issue and AIG General continuously monitors and maintains industry-leading business continuity management systems. With risk expertise and risk preparedness at the heart of AIG General’s strategic business concept, ACTIVE CARE, this aligns with the concept of the internationally accredited ISO22301 standard, which led to the acquisition of this certification.

AIG General will continue to further improve its own business continuity management systems, while also offering new products and services that will help to improve the business continuity measures of its customers.

<Outline of Certification Registration>

Registration Number	JQA-BC0039
Registered Business	AIG General Insurance Company
Scope of Registration	All products and services offered by AIG General Insurance Company
Date	January 25, 2019
Registration mark of ISO22301	

<About ISO22301>

ISO22301 is an international standard of certification related to business continuity management systems (BCMS). This certification demonstrates that a business has taken precautions related to business continuity that will be effective in the event of natural disasters such as earthquakes, floods, and typhoons, as well as other issues like system trouble, blackouts, fires, or infectious disease outbreak.

<About AIG>

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 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.

In Japan, AIG companies such as AIG General Insurance Company, Ltd., American Home Assurance Company Ltd., JI Accident & Fire Insurance Co., Ltd., AIG Partners Co., Ltd. and Techmark Japan KK are providing their services.

References: AIG General’s initiatives related to business continuity

ISO22301 Award Ceremony

On February 4, 2019, a ceremony was held to celebrate AIG General’s ISO22301 certification. AIG General was also specially recognized as the only company in Japan’s insurance industry to have the entirety of its product and service catalogue certified against the international ISO22301 standard.



JQA Director Fukui with
AIG General President Kenneth Reilly



AIG executives with members of
JQA and the BCM Team

Main products and services to support the business continuity of customers

●Commercial Fire Insurance

In addition to covering damage to business assets (buildings, equipment and furnishings, commodities and manufactured goods, etc.) caused by earthquakes, fires or other natural disasters, this plan also provides compensation for losses incurred due to business suspension and business continuation costs.

●Domestic Logistics and Comprehensive Transport Insurance (Earthquake Insurance Special Contract option included)

This plan covers damage to cargo caused by earthquakes, volcanic eruptions, and tsunamis.

●Claims Promise

In cases where a business location is affected by a disaster and the need for temporary financing to ensure business continuity is deemed urgent, policyholders can receive a partial advance payout equivalent to up to 50% of estimated losses in as little as one week. AIG General made partial advance payouts to about 30% of eligible policyholders affected by the Western Japan Heavy Rains Disaster in July 2018.

●BCP Training

Business Continuity Plan (BCP) formulation and operation are explained in a way that is easy to understand, including the basic principles of a BCP that will allow for business continuity in the event of an earthquake or other disaster.

●BCP Consulting

AIG General advises customers on how to create a BCP or how to improve an existing BCP.



BCP Earthquake Simulation Training

●BCP Capital Required Simulations

Participating companies can visualize the amount of capital necessary for business continuity in the event of a disaster.

●BCP Diagnostic App

Using BCP research data collected from about 6,000 SMEs, this app provides information about the solutions AIG General can provide to help businesses ensure that they have access to the necessary capital to ensure business continuity.