



**AIG General Insurance ranked 1st  
for customer support and accident response  
in Kakaku.com Auto Insurance Rankings 2019**

**TOKYO, March 12, 2019**—AIG General Insurance Company, Ltd. (AIG General) responded today to the news that it ranked 1st for customer support and accident response satisfaction in the “Kakaku.com Auto Insurance Rankings 2019” announced by Kakaku.com, Inc. (Kakaku.com).

Providing customer support during emergencies is one of an insurance company’s most important roles. AIG General is always working to deliver higher value to its customers along with a rapid and thoughtful response. Kenneth Reilly, President and CEO, AIG General, made the following comment regarding AIG’s top ranking: “Our customer-centered, ACTIVE CARE approach means we are continuously striving to deliver not only great value but also a great customer experience. Being ranked number one is truly an honor, and we continue to look for ways to further increase customer satisfaction in all that we do.”

AIG General will continue to deliver simple and easy to use insurance plans based on its ACTIVE CARE business strategy, working together with agents to provide even better products and services to its customers.

[<About Kakaku.com Auto Insurance Rankings>](#)

[Kakaku.com’s Auto Insurance Rankings](#) are compiled via a survey targeting people who have used [Kakaku.com](#) within the last six months. The survey asks users to rate the customer support, accident response, pricing, etc. of their current car insurance.

[This year’s survey](#) was carried out between November 7 and November 11, 2018 and collected data from 4,109 [kakaku.com](#) users. Of those surveyed, 74.0% were male, and 26.0% were female. 4.5% were aged 20-29, 23.0% were aged 30-39, 25.4% were aged 40-49, 24.1% were aged 50-59, and 23.0% were 60 or above.

[<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.