

**Press Release**

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AIG General introduces industry-first damage assessment reservation system for quick claims processing in large scale disasters

TOKYO, December 6, 2019—AIG General Insurance Company (AIG General) has announced that it will introduce an industry-first online system that allows customers to complete reservations for in-person damage assessments, aiming to ensure quick insurance payouts in large-scale disasters.

To process an insurance claim in the event of a disaster, it is sometimes necessary for an on-site damage assessment to be carried out with the policyholder also present. Traditionally, reservations for such assessments have been carried out via email or telephone. However, a variety of factors (such as availability for a follow-up phone call and scheduling conflicts associated with work or family commitments) can slow the process of confirming and finalizing a reservation, which then slows the total claims processing time. The new reservation system will allow customers to check availability online 24 hours a day and reserve an available time slot themselves, so the time required to finalize a reservation is reduced and there are fewer delays caused by missed calls and other factors.

This system is expected to be particularly useful for claims resulting from earthquakes, typhoons, heavy rain or snow and other large-scale natural disasters that result in a significant concentration of claims, as well as for individual and corporate fire and auto insurance claims that require in-person assessment.

AIG General will continue to promote the development of new products and services under our ACTIVE CARE strategy, seeking to utilize advanced technologies to offer greater value to our customers.

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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 solutions, 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.