



Press Release

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**AIG General Insurance ranked 1st for
accident response for fourth consecutive year
in Kakaku.com Auto Insurance Rankings 2020**

TOKYO, March 5, 2020—AIG General Insurance Co., Ltd. (AIG General) reacted today to the news that, for the fourth year in a row, it ranked first for accident response satisfaction in the “Kakaku.com Auto Insurance Rankings 2020” announced by review site Kakaku.com, Inc. (Kakaku.com).

AIG General — with its ACTIVE CARE approach — is always working to deliver greater value to its customers along with a rapid and thoughtful response in the unlikely event of an accident. Kenneth Reilly, President and CEO, AIG General, made the following comment regarding this year’s top ranking: “We’re dedicated to listening to the voice of our customers and looking at things from the customer’s point of view. With this, we continuously strive to carve out greater value while also differentiating ourselves in the market. Being ranked number one again this year is truly an honor - we will continue to look for ways to increase customer satisfaction in all that we do.”

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

Kakaku.com’s Auto Insurance Rankings for user satisfaction in car insurance products are compiled via a survey targeting people who have used the purchase support site Kakaku.com. The survey was carried out between May to October 2019 and collected data from 4,693 kakaku.com users who had auto insurance (optional insurance) or had contacted an insurance company at the time of an accident. Of those surveyed, 72.4% were male and 27.6% were female; 5.0% were aged 20-29, 24.0% were 30-39, 24.1% were 40-49, 23.4% were 50-59, and 23.5% 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 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.