

**Press Release**

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AIG General introduces Novel Coronavirus (COVID-19) telephone consultation service for parents and guardians

TOKYO, March 16, 2020--AIG General Insurance Co., Ltd. (AIG General) today announced the launch of a consultation service for parents and guardians of children in public elementary, middle, and high schools nationwide who may have questions and concerns about the Novel Coronavirus (COVID-19).

With the continuing spread of COVID-19, many parents have voiced concerns about how to protect their children from infection – concerns such as:

“My child has cold-like symptoms. Is that ok?”

“I went into a crowded area. Is that ok?”

“Is there anything I should pay attention to when my child goes out?”

In response to these concerns — and in light of many parents’ growing uncertainty — AIG General is launching the “Novel Coronavirus (COVID-19) Direct Consultation Service.” This new service will operate in addition to the company’s existing “24-hour Health Consultation Service” (offered under the “Comprehensive Protection System^{※1}”) — which helps prepare for events such as a child’s illness, injury, or compensation risk — and can be accessed without any separate enrollment.

Experienced registered nurses are available 24 hours a day, seven days a week, for consultations about COVID-19 and can answer parents’ questions about their children and their safety.

As a leading insurance company offering coverage for elementary, middle and high school students, and with an unwavering commitment to contributing to a safer society, AIG General has been providing initiatives^{※2} that help parents and guardians manage the risks their children face. The company will continue to provide products and services from the customer’s perspective as part of AIG General’s ACTIVE CARE business strategy concept, which aims to help our customers prevent risks before they happen.

※1 In addition to compensation for illness and injury, and damage to goods, AIG General also provides personal liability insurance for cases such as “damage to third-party property” or “bicycle accident.” The service allows you to pay an insurance claim only by reporting an accident if you are charged for an amount less than 100,000 yen due to injury.

※2 Some specific initiatives include: "Anzen My Map," which is a service that allows parents to check dangerous areas around schools, etc. and allows parents to update and share information themselves. The "Anti-Bullying Slogan Content" gives children the opportunity to think about bullying. The "AIG Tag Rugby Tour" is also provided during exercise periods and allows students to learn how to prevent injuries.



T-PEC policy (T-PEC is the provider of the above consultation service):

The Ministry of Health, Labour and Welfare (MHLW) has confirmed the policy for each prefectural government agency responsible for the supervision of public sanitation, and has been consulting on COVID-19 infections. If infection COVID-19 inspection is suspected, the Call Centers for Japanese Returnees and Potential Contact should be used. For general consultations about COVID-19, answers will be provided in accordance with the guidelines of the Ministry of Health, Labour and Welfare (MHLW) and the National Institute of Infectious Diseases (NIID) referring to COVID-19 and its route of infection and its incubation period, etc.

<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. For additional information, please visit our website at www.AIG.com.