



Press Release

**AIG General to start using video conferencing tools
to confirm damages**

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TOKYO, June 1, 2020— AIG General Insurance Company (AIG General) announced that , beginning June 1, 2020, video conferencing tools will be deployed as a part of the claims process to assist in assessing property-related damage.

To date, AIG General's standard practice has been to assess damage via documentation, including photographs and written quotes. In situations where damage could not be assessed via documentation as required, AIG General has dispatched representatives to meet with customers on-site to assess damage. Where it is possible to assess damage remotely without dispatching anyone to the field, and in order to provide flexibility to clients in eligible cases, AIG General is pleased to introduce video conferencing capabilities for assessing damage remotely.

【Service outline】Video conferencing tools[※] available for use:

- FaceTime
- VideoTalk

Examples of relevant cases:

When it is necessary to assess damage to properties, such as buildings, household items and business fixtures, regardless of insurance type.

Where AIG General has determined that damage assessment via video conferencing is applicable, a representative from an AIG General-designated contractor will contact the customer directly about their insurance claim and to assess damage.

In the event of natural disasters, travel conditions and the time required for representatives to arrive on-site may result in temporary service limitations. By deploying video conferencing in place of a field visit, travel time is eliminated, and insurance claim payments can potentially be made in a relatively shorter period of time where eligible. In addition, whether or not any damage results from natural disaster, AIG General will be able to assess damage for customers who are not able to arrange an on-site visit for reasons acceptable to AIG General.

AIG General will continue to leverage cutting-edge technology to deliver simple and easy-to-use products and services based on its ACTIVE CARE business strategy, working to provide customers with even more timely eligible insurance claim payments.

※FaceTime is a trademark of Apple Inc.

※Video Talk powered by Soraden is a trademark of NTTCom Online Marketing Solutions Corporation.

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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 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.