



Press Release

AIG General to expand scope of web-based claims system available 24 hours a day, 365 days a year

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TOKYO, July 28, 2020—AIG General Insurance Company (AIG General) announced that from July 30*¹, it is expanding its web-based claims system to include personal accident insurance policyholders. Available 24 hours a day, 365 days a year, the system allows policyholders to submit claims up to JPY 100,000 via their computer or smartphone, with simplified procedures and faster payment of insurance claims.

First launched in 2019 for policyholders of "School Student Accident Insurance for Students and Preschoolers" and "Insurance for Graduates," the user-friendly, anytime, anywhere service proved to be very popular, leading to expansion of the service for use with other insurance products.

Applicable insurance products for web-based claims system

School Student Accident Insurance for Students and Preschoolers	Child Comprehensive Insurance* ² Bicycle Comprehensive Insurance* ²
Insurance for Graduates	Basic Personal Accident Insurance* ²
Personal Accident Insurance	Comprehensive Accident Insurance
	Comprehensive Accident Insurance (lump-sum payment type)

*The web-based claims system is not available if claims for death insurance, disability insurance, and personal liability insurance are included.

Insurance claims process

Access the web-based claims page via the following URL or QR code from a smartphone, tablet, computer, or similar device. Fill in and submit the claim details (policy number, date/time/location/conditions, description of injury, medical facility information, date of hospital admission, and bank account details, etc.). Following a confirmation email from AIG General, the insurance payout is, in principle, made within three business days.

<https://www.aig.co.jp/sonpo/service/contact/internet>



AIG will continue to deliver simplified insurance based on its ACTIVE CARE business strategy, working to provide enhanced products and services to its customers.

*1 Claims may also be made for accidents that occurred prior to July 30

*2 Products that were already offering the web-based claims system

<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.