

**Press Release**

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**AIG General wins “Best Award” at 2021 Japan Resilience Awards
Marking fifth consecutive year of recognition**

TOKYO, March 24, 2021—AIG General Insurance Company (AIG General) was honored to receive the “Best Award” at the 2021 Japan Resilience Awards, held by the Association for Resilience Japan. This marks the fifth consecutive year the company has been recognized by the association for its resilience-building efforts.

The Japan Resilience Awards recognize progressive companies and organizations for their efforts and initiatives aimed at developing a resilient society for the next generation. The focus is on technology development, product development, and other activities that contribute to building a resilient nation, people and industries. This year, AIG General received the award in the Corporate and Industry category for its SME Resilience Project.

2021 Japan Resilience Awards “Best Award”:**AIG General’s SME Resilience Project
Preparing companies for business continuity and
community/economic recovery after an earthquake****Overview of winning initiative**➤ **Background**

In July 2019, the Small and Medium Enterprise Resilience Act, a law to strengthen the business continuity of Small and Medium Enterprises (SMEs), came into effect, and the government established the "Business Continuity Plan" certification system, under which the Minister of Economy, Trade and Industry (METI) certifies disaster prevention, mitigation and business continuity plans formulated by SMEs.

In line with this, AIG General, whose main market is SMEs, launched an SME resilience project in August 2019 with three main pillars:

1. Providing information on natural disaster risks in locations where SMEs businesses are operating
2. Risk consulting
3. Risk finance

➤ **Specific project initiatives****Providing information on natural disaster risks in locations where SMEs businesses are operating**

- **Data analytics**
 - A customized national disaster risk report — including information on earthquake, flood, tsunami, and landslide risks in operating locations — is provided to each company (print or PDF format),
- **Seminars for SMEs and other organizations**
 - Includes online seminars related to METI’s “Business Continuity Plan” certification system
- **Guidance on strengthening business continuity for customers using brochures from the Japan government’s Small and Medium Enterprise Agency**

Risk consulting

- Strengthening risk consulting capabilities of personnel and sales agents
 - Training for sales agents on preparing forms for the METI "Business Continuity Plan" application. Through this training, 588 sales agents obtained METI's "Business Continuity Plan" certification
 - Training for advisors to formulate business continuity plans and provide advice on risk finance, through which 939 personnel and sales agents were certified* as advisors
 - Support agents in obtaining Business Continuity Advancement Organization (BCAO) business continuity manager certification
- Sales agent support for SMEs to obtain certification for business continuity plans
 - Raising awareness of natural disaster risks by providing national disaster risk reports
 - Offering risk consulting using business continuity plans
 - Making recommendations regarding insurance for risk finance

Risk finance

- Educational activities on risk finance, including creating and distributing:
 - Flyers on risk consulting services
 - Pamphlets on earthquakes and tsunami risk by prefecture
 - Brochures with illustrations explaining business interruption insurance and coverage for the necessary funds to continue business
- Initiatives for early payment of insurance claims in the event of a disaster
 - Partial advance payment of insurance claims (up to 50% of the estimated loss paid in as little as 3 weeks)

Bill Zhang, Corporate officer of AIG General, attended the award ceremony and said, "Receiving the Japan Resilience Award again this year is truly an honor. As a leading insurer in the SME market, we work closely with the Small and Medium Enterprise Agency and our professional agents, to play a key role in not only raising risk awareness but also helping our customers and our communities become more resilient, while also helping to ensure that society as a whole is better-prepared for future adverse events. We will continue our efforts to help SMEs recognize the risk natural disasters present, so that they can take early measures to plan for business continuity, avoid disruption to their operations and ensure the safety and wellbeing of their employees."

AIG General will continue to analyze risk information as a way to minimize the impact of accidents and disasters, working to provide even better, more useful products and services to its customers.

* Through AIG's existing certification system



Award ceremony



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