

Press Release

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AIG launches "AIG Drive" and "AIG Drive for pick up car" apps to provide at-a-glance updates on pick-up vehicle status for individuals with disabilities

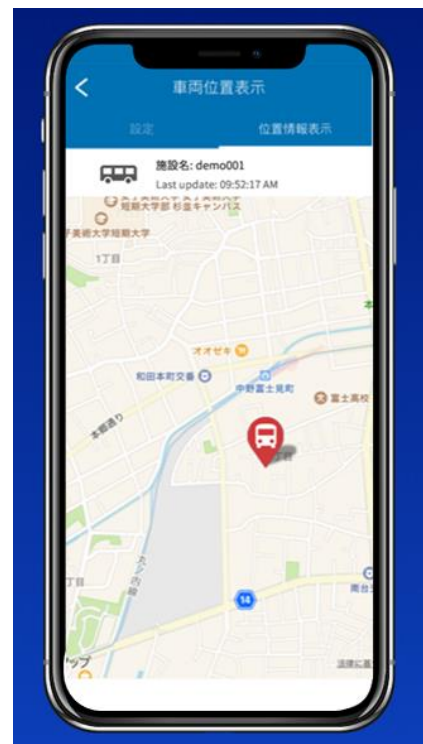
TOKYO, September 30, 2021— AIG General Insurance Company (AIG General) announced that, beginning in the second half of October, it will begin offering "AIG Drive for pick up car," a smartphone app designed for policyholders who are operators of facilities for the disabled, together with "AIG Drive," an app designed for users of those facilities. These apps use GPS technology to offer real-time location tracking of pick-up and drop-off vehicles, and offer users, and their families, the ability to check the status of those vehicles.

The AIG group, which includes AIG General, is committed to promoting diversity, equity and inclusion (DEI), fully embracing the diversity of experiences arising from differences in gender, age, ethnicity, sexual orientation, family structure, and physical, mental and development abilities, while respecting and treating everyone equally. Support for people with disabilities, includes several initiatives, ranging from products and services to internal and external educational activities. The AIG Drive apps were developed based on feedback from staff at facilities for the disabled, who noted that inquiries about their scheduled pick-up vehicle status are most frequent in the morning and evening, during the busiest times of their day. Facility users also reported that there are often discrepancies between the scheduled arrival times and the actual arrival times, so they often find themselves having to wait for long periods before their rides. With this app, drivers and passengers at these facilities can enjoy smoother transportation services.

Through the app, the drivers of shuttle vehicles and the facility staff in charge of boarding can concentrate on safer operations and better client care, and will be able to more quickly and easily grasp the real-time status of the vehicles. The minimization of wait times will itself reduce the burden on facility users, who may have difficulty managing delays, and their family members who may be busy with other domestic or professional duties.



「AIG Drive for pick up car」



「AIG Drive」



Drivers of the shuttles and other staff in charge of pick-up vehicles at facilities used by individuals with disabilities can use "AIG Drive for pick up car" to send information about the location of vehicles. This information, which includes the operational status and parking location of pick-up vehicles, is then displayed on "AIG Drive," which users and their family members can check via a smartphone after downloading the app. Additionally, users of the app can take advantage of other functions, such as a diagnostic service to assess users' driving, as well as a notification service that can directly deliver useful information provided by AIG General. This app has already been deployed by the AIG group for the purpose of diagnosing safe driving practices in Singapore and Malaysia, where it has been received favorably.

AIG General "ACTIVE CARE" business concept consists of three elements: it's intuitive, with simple and easy-to-understand explanations; preventive, with advance provision of risk-related information; and it's innovative, offering only the ingenuity and inventiveness that only AIG can provide. Based on this concept, AIG will continue to provide products and services that contribute to a diverse society.

<About AIG>

American International Group, Inc. (AIG) is a leading global insurance organization. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in approximately 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.