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## Press Release

### **AIG General Ranked No. 1 on “2026 Oricon Customer Satisfaction Study® — Agency Model Auto Insurance” for Fifth Consecutive Year**

**Tokyo – January 6, 2026** – AIG General Insurance Company, Ltd. (AIG General) has once again ranked number one for customer satisfaction in agency model auto insurance in the “2026 Oricon Customer Satisfaction Study® - Agency Model Auto Insurance.” Conducted annually by Oricon KK, this is the fifth consecutive year AIG General has gained the top ranking.

Notably, AIG General also received the highest rating in six categories: "enrollment/renewal procedures," "premiums," "accident response," "claims/certification results," "claims amount/payment speed," and "comprehensive roadside assistance."



In garnering the top spot for five consecutive years, two strengths in particular were identified as contributing to the ranking:

- **Best Coverage Proposals from Professional Agents**

AIG General's professional agents, with their strong risk consulting capabilities, evaluate the needs and circumstances of their customers, proposing optimal coverage and services in an easy-to-understand manner, delivering both peace of mind and satisfaction.

- **Customer Oriented Claims Response**

AIG General's claims service team partners with its professional agents to offer customers the empathy and support they need to get their daily lives back to normal as quickly as possible after an accident, while the team's strong expertise and communication skills are focused on enabling optimal solutions for all parties.

Supporting customers in Japan for 80 years, AIG General is committed to providing customers best-in-class solutions as a trusted partner in an increasingly complex world, protecting against uncertainty and challenges and providing the confidence for tomorrow's opportunities.



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**About AIG**

American International Group, Inc. (NYSE: AIG) is a leading global insurance organization. AIG provides insurance solutions that help businesses and individuals in more than 200 countries and jurisdictions protect their assets and manage risks through AIG operations, licenses and authorizations as well as network partners