

We're 'A' rated - That's our claim!

Sue Laing of The Risk Store's Laing Advisory recently conducted an analysis of the AIG Life claims department, our philosophy and our processes.

laing
advisory

the
risk
store

AIG Life scored an overall 'A' rating which is the highest possible rating in the 3 tier rating structure.

Some of the key findings include:

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Evidence of a strong planning culture and proactive, hands-on management culture. The team appears committed and cohesive.
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The role of the Quality Coordinators creates clear accountability and this is a key forward-thinking initiative.
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Any verbal communication was polite, appropriate and helpful.
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The department is a motivated and cohesive collective, working in a pleasant environment which is clearly a cultural imperative at AIG.
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File retrieval and management is extremely efficient.
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The philosophies of case management are soundly based.
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AIG Life's belief that our team of experienced professionals is one of the best in the industry is now supported by this outstanding report. This is something we are proud of.

You and your clients can rest assured that our claims department is committed to maintaining open communication with clients at all times. We make every effort to pay claims promptly and ensure that every claim that should be paid is paid.

For further information please contact your state Sales Manager on Freecall 1800 033 490.



AIG Life is the trading name of American International Assurance Company (Australia) Ltd, ABN 79 004 837 861, AFSL 230043.
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