



# AIG PRODUCT GUIDE | SINGAPORE | 2014/15

CLARITY AND OPPORTUNITY: OUR PRODUCTS



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# CLAIMS SERVICES KEEPING OUR PROMISE

## COMMITMENT

Our clients choose us because of our unparalleled global network which allows us to deliver a timely, skillful and knowledgeable claims service that meets their needs - whenever and wherever a loss occurs.

## EXCEPTIONAL SERVICE

Exceptional claims service doesn't happen by accident. It takes years of experience and organisation-wide dedication to build a customer-focused global claims network, committed to service excellence and continual improvement to better serve customers.

Whether your claim is straightforward or complex, we provide expert claims service that meets the individual needs of our customers.

## EXPERIENCED TEAM

AIG property casualty insurers paid an average of over US\$100 million in claims each business day in 2013. Our local claims teams in Singapore are backed by a worldwide network of 11,000 claims professionals that understand your local market, legislation, compliance and cultural differences, and who are dedicated to providing excellent service.

## Consumer Lines

### Auto

AUTO	COVER	MARKET
<b>AutoPlan</b>	A preferred insurance plan that offers comprehensive coverage with no restriction on workshop for accident repairs.	Car or commercial vehicle owners.
<b>AutoPlus</b>	A premium insurance plan that offers a comprehensive range of features and benefits for added convenience and complete peace of mind with quality repairs at auto dealers' workshops* or AIG's selection of authorised auto dealers' workshops.	Car or commercial vehicle owners.
<b>AutoValue</b>	A comprehensive authorised workshop insurance plan with all the essential coverage that protects the basic auto insurance needs of non-continental private car owners.	Non-continental car owners.
<b>AutoProtector</b>	A comprehensive auto product specially designed for brand new car owners. It is customised with policy benefits to match the needs of drivers of different car makes/models. <b>This product is only distributed through authorised auto dealers.</b>	Brand new car owners.

\*For vehicles below 3 years old, accident repairs can be carried out at the authorised auto dealer's workshop. For vehicles above 3 years old, accident repairs have to be carried out at AIG's appointed authorised workshops only.

## Consumer Lines

### Group

GROUP	COVER	MARKET
<b>Group Plus</b>	Insurance solutions for both group personal accident and travel insurance for business needs. It allows customisation of policy limits to client's needs and has simple to understand benefits. The personal accident and travel covers can be purchased together or separately. Key benefits include no age limits cover, cover for pre-existing medical conditions as long as the person is not travelling against the advice of a medical practitioner, and leisure trip upgrade for certain business travellers, their spouse and dependent children as long as the person is not travelling against the advice of a medical practitioner.	All Singapore registered companies from mid to multinational businesses with minimum of five (5) employees. Minimum premium of S\$1,000 applies.
<b>Esteem Personal Accident Plan</b>	Package group personal accident plan with a range of lump sum cash benefits payable for specified injuries ranging from burns, dislocations and fractures to permanent disabilities. Flexibility in choice of plans to suit your organization's budget and protection requirements. Occupational risks under Classes 1, 2 and 3 are accepted.	Singapore registered small medium enterprises with minimum of five (5) employees. Minimum premium of S\$300 applies.
<b>Corporate Assist Plan</b>	Package travel plan designed for corporate travellers. Provides selection of 3 benefit limits and allows the option of basic or comprehensive coverage. Offers flexibility of extending cover to include leisure travel.	Singapore registered small and medium enterprises with minimum of five (5) employees.
<b>Corporate Global Medical Insurance</b>	Reimbursement for hospitalisation and medical expenses incurred electively or accidentally anywhere in the world.	Singapore registered companies of mid to multinational size which require comprehensive medical coverage for their employees stationed in Singapore and overseas.
<b>Specialty Markets</b>	Bespoke personal accident policy tailored for the insured groups.	Singapore registered organisations or companies providing injury cover for their registered members, student groups or affinity groups, where there is no employer/employee relationship.

## Consumer Lines

### Travel And Personal Accident

TRAVEL	COVER	MARKET
<b>Travel Guard</b>	Travel insurance package for individual and family travellers. Coverage includes accident and sickness medical reimbursement, personal accident and travel inconvenience benefits including travel delay, trip cancellation and baggage delay with 24/7 access to assistance facilities.	Singapore residents of all ages who are travelling overseas.
<b>Student Assist</b>	A hybrid personal accident and basic travel insurance with optional medical benefits. Provides cover for students (aged below 45) when they are studying overseas.	Persons below the age of 45 years residing in Singapore who are leaving for overseas study.
INDIVIDUAL		
<b>Individual Personal Accident</b>	A range of lump sum cash benefits payable for death and permanent disabilities as a result of an accident as well as reimbursement for accidental injuries ranging from burns, dislocations and fractures.	Eligible Singapore residents between the ages of 16 and 70 years with renewability up to 75 years.
<b>Female Cancer Cover</b>	A small sum cash benefit upon diagnosis of early stage female cancer and lump sum cash benefit upon diagnosis of late stage female cancer.	Eligible female Singapore residents between the ages of 16 to 64 years with renewability up to 75 years.
<b>Juvenile Personal Accident</b>	A range of lump sum cash benefits payable for death and permanent disabilities as a result of an accident as well as reimbursement for accidental injuries ranging from burns, dislocations and fractures.	Juveniles aged 15 days up to the attainment of 16 years.
<b>Hospital Income</b>	Pays cash benefit for each 24 hour period spent in hospital due to sickness or accident as well as reimbursement for accidental injuries ranging from burns, dislocations and fractures.	Eligible Singapore residents between the ages of 16 and 64 years with renewability up to 69 years.
<b>Global Medical Insurance</b>	Reimbursement for hospitalisation and medical expenses incurred electively or accidentally anywhere in the world.	Eligible expatriates and high net worth Singapore residents between the ages of 15 days and 65 years with renewability up to 80 years.

## Consumer Lines

### Personal Property

HOME	COVER	MARKET
<b>Enhanced Public Housing Contents Insurance</b>	Safeguards HDB apartments with comprehensive home contents protection and benefits up to \$330,000. It includes complimentary building cover.	HDB homeowners.
<b>Homes Complete</b>	A home contents cover embedded with ID theft coverage. Policyholders can enjoy complete protection of up to \$369,000 for home, self and their family including worldwide identity fraud and personal effects cover.	All homeowners.
<b>Homes Advantage Package</b>	A premium home cover with three first-loss package plans to choose from. Extensive benefits include all risks home contents cover, \$1 million worldwide personal liability cover and more.	All homeowners.
<b>Homes Advantage</b>	A customised home cover that allows the flexibility to choose who, what and how much to insure building and home contents. This specially tailored plan also comes with attractive PLUS benefits to give all-encompassed protection and complete peace of mind.	All homeowners.

## Service Programs

PLUS PRODUCTS	COVER	MARKET
<b>PLUS</b>	<p>PLUS products provide protection solutions for consumers of all ages, life stages and lifestyles.</p> <p>PLUS products can be sold individually, bundled across PLUS product categories, or embedded into core protection coverage such as Auto, Personal Property, or Extended Warranty.</p> <p>Creatively, we work with companies to package PLUS coverages with their products and services to provide differentiation in the marketplace and help them create or enhance relationships with their customers through innovative solutions.</p> <p>The product range includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Golfer's Insurance.</li> <li>• Identity Theft.</li> <li>• Key Replacement Cover.</li> <li>• AIG E-Guard.</li> <li>• Purchase Protection Insurance.</li> <li>• Wallet Guard.</li> </ul>	Singapore businesses, affinity groups, retailers, banks, building societies and service providers.

## Commercial Lines

### Aerospace

Innovative and comprehensive insurance solutions for the global aviation and aerospace industry, encompassing the spectrum of coverages required by aircraft operators, manufacturers and ground service providers.

Aerospace	COVER	MARKET
<b>Airline *</b>	Hull physical damage, passenger and third party liabilities for commercial airline and cargo operators. Cover also available for deductible, excess third party terrorism liability and hull war physical damage.	Regional airlines operating jet and turboprop aircraft.
<b>Products and Airports</b>	Products legal liability; third party legal liability (including terrorism liability) for bodily injury and property damage arising out of operations at airports including air traffic control, refuelling, ground handling, security screening and repair and overhaul operations. Airside premises and contractors liability.	Manufacturers of aircraft and/or component parts supplied to the aerospace industry; Airport owners and operators including specialist aviation service providers and airport contractors.
<b>General Aviation</b>	Hull physical damage, passenger and third party liabilities for fixed and rotor wing aircraft operators. Cover also available for excess third party terrorism liability and hull war physical damage.	Corporate / Industrial Aid and Commercial operators of business jet, fixed wing and rotor wing aircraft.

\*Not available through agency distribution.



## Commercial Lines

### Casualty

GENERAL PRODUCTS	COVER	MARKET
<b>WICA Ultimate</b>	<p>Premium Work Injury Compensation Act (WICA) Insurance and Employer's Liability (EL) product that provides policyholders with superior protection for their employees. As part of our value proposition to our policyholders, we provide:</p> <ul style="list-style-type: none"> <li>Enhanced medical expenses of S\$50 thousand per employee; per accident (statutory requirement is S\$30 thousand).</li> <li>Medical Rehabilitation – A proven method to manage serious accidents and promotes early return to work.</li> <li>Health and Safety Management Support – A pro-active approach in identifying hazards in the worksite and implementing methods to manage these risks.</li> <li>24-hour report line to allow early intervention of accidents.</li> </ul>	<ul style="list-style-type: none"> <li>A wide spectrum of risk.</li> <li>High-hazard risk industries such as shipyard, offshore, scaffolding, diving, airline to low-hazard office risk.</li> <li>Able to write stand-alone WC.</li> <li>Market leader in shipyard, marine related industry. Familiar with the various shipyard requirements.</li> <li>Broad appetite on most risk except multi-year construction projects.</li> </ul>
<b>Comprehensive General Liability or Public Liability</b>	<p>Protects our policyholders for their legal liabilities arising in connection with their business operation. Coverage may include products, completed operations, premises and operations, personal injury and contractual liability. These are the typical coverage requested:</p> <ul style="list-style-type: none"> <li>Premises and operations coverage for bodily injury or property damage incurred on their premises and/or as a result of their business operations.</li> <li>Products liability coverage for bodily injury or property damage incurred through the use of the product manufactured, distributed or sold.</li> <li>Completed operations coverage for bodily injury or property damage incurred because of a defect in a completed project.</li> </ul>	<ul style="list-style-type: none"> <li>A wide spectrum of risk.</li> <li>Able to write on a stand-alone.</li> <li>Limited appetite on Product Liability coverage for automotive critical components, healthcare and Invasive medical equipment.</li> </ul>
TRADE-SPECIFIC PRODUCTS		
<b>SCARS</b>	<p>SCARS - "Specialty Contractors And Renovators Scheme" is a tailor-made package policy that aims to provide comprehensive WICA and Public Liability (PL) cover to general renovation / specialty contractors.</p>	<ul style="list-style-type: none"> <li>General renovation contractors.</li> <li>Specialty contractors (e.g. flooring, plastering, electrical works, plumbing, air-conditioning, carpentry).</li> </ul>
<b>OSCAR</b>	<p>OSCAR – "Oil and Gas Service Contractors in the ASEAN Region" has been meticulously designed to fulfill the insurance contractual requirements of general oil and gas contractors. It provides a comprehensive WICA and PL for oil and gas contractors working onshore and/or offshore. The policy can be contract specific or annual open cover. There is also a pre-underwritten feature, subject to risk profile meeting a pre-determined threshold.</p>	<p>Oil and gas service contractors. Some of the key services include:</p> <ul style="list-style-type: none"> <li>Maintenance works / repair.</li> <li>Survey.</li> <li>Equipment rental/ servicing.</li> <li>Cleaning services.</li> <li>Engineering works.</li> <li>Drilling/exploration.</li> <li>Security services.</li> <li>Catering.</li> </ul>
<b>Y.E.S</b>	<p>Y.E.S, acronym for "Yard Entry Scheme", is a tailor-made WICA and PL solution catered for shipyard contractors. AIG has been at the forefront of writing shipyard risks for over 20 years and our expertise ensures that shipyard contractors fulfil the shipyard insurance requirements of majority of the yards in Singapore.</p>	<p>All contractors working within a shipyard.</p>

## Commercial Lines

### Financial Lines

FINANCIAL INSTITUTIONS PRODUCTS	COVER	MARKET
<b>CorporateGuard Civil Liability (Financial Institutions)</b>	Professional services insurance on a civil liability basis for the financial institution, all its employees and others for whom it is vicariously liable.	All financial institutions including Banks, Hedge Funds, Insurance Companies, Building Societies, Fund managers, Investment managers, Stockbrokers, Venture Capital firms and Finance Companies.
<b>CorporateGuard Comprehensive Crime Insurance (Financial Institutions)</b>	For financial institutions; Covers fraud, dishonesty, theft, forgery and third party computer and funds transfer fraud. Also includes cover for identity fraud and payment of loss investigation fees.	All financial institutions including banks, building societies, investment management companies, insurance companies and stock brokers.
<b>CorporateGuard Directors and Officers Insurance for Financial Institutions</b>	Protection for claims brought against directors, officers and managers for any act in a directorial or managerial capacity which leads to a claim. Entity cover for employment practice liability and securities claims is also available.	All financial institutions including Banks, Hedge Funds, Insurance Companies, Building Societies, Fund managers, Investment managers, Stockbrokers, Venture Capital firms and Finance Companies. Protection for past present and future directors, officers, employees acting in management or supervisory capacity, shadow directors, outside entity directors, spouses, administrators and executors of insured's estates.
<b>CorporateGuard Investment Management Insurance</b>	Financial protection against civil liability for investment advisory services, directors and officers liability insurance in respect of both the investment fund and investment manager; as well as crime cover against the dishonesty of employees and third parties.  A blended policy offering financial protection against professional service claims, directors and officers liability claims, employment practices liability claims and outside directorship liability claims in the operation of a venture capital or private equity entity.	Investment Management Companies, Investment Funds, Hedge Funds and Investment Trusts. Includes automatic cover for approved persons, outside entity directors, domestic partners, administrators, and executors. Automatic new fund and subsidiary cover provided the fund or subsidiary in question meets pre-determined criteria.  Private Equity and, Venture Capital Managers, and related investment funds and partnerships. Protects past, present and future directors and officers including private company board seats, board observer seats, shadow directorship positions, and approved persons, advisory board members as limited partners and as board participants, general counsel and risk managers.
<b>CorporateGuard Pension Trustee Liability (Financial Institutions)</b>	Protection for the trustees, the employees, the employer company and the fund itself against claims brought against them for actual or alleged wrongful acts which have placed the plan's assets at risk.	All financial institutions involved in such activities.
<b>CorporateGuard Public Offering of Securities Insurance (Financial Institutions)</b>	Covers companies against securities claims arising from offerings of a company's securities. The policy can cover equity or debt issues, both initial and secondary. Cover is for the company and its directors, officers, employees and selling shareholders.	Companies going public raising capital outside of the US.

## Commercial Lines

### Financial Lines

CRIME PRODUCTS	COVER	MARKET
<b>CorporateGuard CrimeProtector</b>	Comprehensive crime cover for Singapore companies CrimeProtector includes cover for employee fraud, dishonesty and certain fraudulent acts committed by third parties.	For companies of any size.
COMMERCIAL INSTITUTION PRODUCTS		
<b>CorporateGuard Premier Directors' and Officers' Liability</b>	Protection for claims brought against directors, officers and senior employees for actual or alleged breach of duty, neglect, misstatements, errors or omissions. Includes separate limits for non-executive directors, crisis support package, and free legal advice.	Mid to large sized companies (both public and private). Includes past, present and future directors, officers, employees acting in management or supervisory capacity, shadow directors, outside entity directors, spouses, administrators and executors of insured's estates.
<b>PrivateEdge: Private Companies</b>	PrivateEdge from AIG is designed to provide flexible and comprehensive entity and individual protection, and the services to cope with the downsides that occur in business, particularly in the increasingly litigious modern-day.	All privately-owned commercial companies with total assets of SGD50M or less.
<b>PrivateEdge: Not For Profits</b>	Provides comprehensive protection for not-for-profit entities and individual directors and officers and employees from actual or alleged breaches of duty, neglect, and misstatement.	All not for profit entities including charitable associations.
<b>CorporateGuard Employment Practice Liability Insurance</b>	Specific, purpose-build worldwide employment practices cover for the entity, individuals, and outside entity directors.	For companies of any size.
<b>CorporateGuard Premier Public Offering of Securities Insurance</b>	Covers companies against securities claims arising from offerings of a company's securities. The policy can cover equity or debt issues, both initial and secondary. Cover is for the company and its directors, officers, employees and selling shareholders.	Companies going public raising capital outside of the US.
<b>Piracy</b>	Provides cover for kidnap or seizure of a ship's crew or vessel. Cover is provided for ransom, ransom transportation, crew salaries, bunkering, loss of hire and other related expenses.	Ship owners, charterers, logistic companies and natural resource exporters.

## Commercial Lines

### Financial Lines

PROFESSIONAL LIABILITY PRODUCTS	COVER	MARKET
<b>Accountants Professional Liability</b>	For accountants; Primary and excess cover for civil liability.	Accountants. We will consider the majority of risks from the sole practitioner to larger practices.
<b>Architects Professional Liability</b>	Primary and excess cover for civil liability, including fidelity cover and extensions for the loss of documents.	We will consider the majority of risks from the sole practitioner to larger practices.
<b>Construction Professional Liability</b>	For construction firms; Primary and excess cover for errors and omissions, libel and slander, loss of documents, intellectual property rights and mitigation of loss, duty to warn, pollution and asbestos.	Construction firms with design or supervision contractual responsibility exposure.
<b>Cyberedge</b>	Primary cover for Cyber and Privacy Liability, including loss of personal and corporate information, outsourcing and network security. Product includes embedded services, including cyber incident response specialists.	We have a broad appetite across a spectrum of risk, in the commercial space, irrespective of size of organisation.
<b>Employment Agents Professional Liability</b>	Primary and excess cover for errors and omissions, libel and slander, loss of documents, dishonesty of employees and compensation for court appearances. Can be extended to cover vicarious liability of temporary placements.	Employment agents.
<b>Engineering Professional Liability</b>	Engineers Professional Liability cover. Primary cover for errors and omissions, libel and slander, loss of documents, intellectual property rights and mitigation of loss.	Engineers.
<b>Insurance Brokers Professional Liability</b>	For insurance brokers; Primary and excess cover for civil liability, dishonesty of employees including directors and partners, loss of documents and compensation for court attendance.	Insurance brokers.
<b>Management Consultants Professional Liability</b>	For management consultants; Primary and excess cover provided for breach of duty of care, dishonesty of employees, unintentional infringement of intellectual property rights, defamation and loss of documents.	Any management consultants.
<b>Media Professional Liability</b>	Primary and excess cover for professional liability, errors and omissions, including libel and slander, intellectual property rights and mitigation of loss.	A range of marketing and media businesses including broadcasters, advertising agents, public relations consultants, direct marketing, marketing consultants and promotional materials.
<b>Specified Professions Professional Liability</b>	Professional liability, errors and omissions. Coverage may be tailored for each individual insured.	Any miscellaneous profession not fitting into any of the other categories (i.e. conference organisers, auctioneers, loss adjusters, translators, etc).
<b>Technology Professional Liability</b>	Primary and excess layer protection against claims in respect of negligent acts, errors and omissions, breach of duty, dishonest or malicious acts by employees, infringement of intellectual property rights, breach of confidentiality, loss of documents.	Technology and Telecommunications businesses.



## Commercial Lines

### Financial Lines

#### MERGERS & ACQUISITIONS

##### Warranty & Indemnity

Helps protect a seller/buyer from financial loss resulting from inaccuracies in the representations & warranties provided by the seller as a part of an acquisition.

Sellers or buyers involved in private company.

##### Tax Liability Insurance

Cover assist taxpayers in reducing or eliminating a contingent tax exposure arising from the tax treatment of a transaction, investment or other activity where the underlying legal conclusions supporting that tax treatment may be subject to future challenges by the relevant tax authorities.

- Public or private companies.
- Private equity taxpayers looking for certainty in the application of tax laws especially where advance rulings are not available.

##### Litigation Buy Out/Special Situation Insurance

Cover structures a transfer of litigation or a catastrophe protection to cap litigation over & above the anticipated loss of existing or pending litigation matters.

Companies with actual or potential disputes or litigation involving uninsured or underinsured liabilities.

Typical scenarios include:

- Actual/potential breaches of legislation or regulations.
- Employment issues.
- Disputes around intellectual property, contractual matters, or the operational/trading history of an organisation.

## Commercial Lines

### Marine

PRODUCTS	COVER	MARKET
<b>Marine Cargo</b>	Comprehensive cover against risks of loss or damage for goods in transit.	Singapore-based and international companies involved in movement of goods such as importers, exporters, manufacturers, retailers and associated industries.
<b>Project Cargo</b>	Comprehensive cover for cargo whilst in transit with optional covers for advanced loss of profit and/or consequential loss due to delay in startup.	Singapore-based and international companies involved in mid-size to large construction projects anywhere in the world.
<b>Freight Forwarder's Liability</b>	Package cover against liability for cargo, errors and omission, third party liability arising out of freight forwarding operation.	Singapore-based and international freight forwarders, logistics or transport companies.
<b>Ship Repairer's Liability</b>	Cover against liability for damage to vessel, machinery or equipment whilst being worked upon and third party liability arising out of ship repairing operation.	Singapore-based and international ship repair yards and associated industries.
<b>Port/Terminal Operator's Liability</b>	Cover against liability for damage to third party property, bodily injury, defense cost and expenses resulting from insured operation within the port.	Singapore-based and international terminal operators, port authorities, stevedores and associated industries.
<b>Charterer's Liability</b>	Cover against legal liability or expenses incurred as time or voyage vessel charterer in respect of hull of insured ship, cargo, pollution and third party death or injury and/or property damage.	Singapore-based and international charterers, non-vessel operating common carrier (NVOCC) and associated industries.
<b>Inland Marine</b>	Protection for assets that are moveable or mobile in nature, in transit or in storage, where specialisation is needed or unique exposures exist.	Focus industries include; Transportation, Construction and Specialty (Bailee Care, Custody and Control, Communication, Entertainment, Equipment Finance / Leasing, Manufacturers).

## Commercial Lines

### Political Risk\*

PRODUCTS	COVER	MARKET
<b>Contract Repudiation</b>	Losses caused by political acts that may interfere with the fulfillment of a contract including but not limited to non payment by the Government or a Sovereign Obligor and currency inconvertibility.	Exporters, importers, trade finance organizations.
<b>Investment and Project Risks Insurance</b>	Losses from a range of political acts including confiscation of assets, political violence, currency inconvertibility, forced abandonment, refusal by public guarantor to honor its obligations, war-on-land and others.	Companies with overseas investments, manufacturers, banks, overseas project financiers.
<b>Political Risk Insurance for Mobile Assets</b>	Loss of stock equipment in a foreign country through political acts.	Construction companies, companies with stock or equipment overseas.
<b>Wrongful Calling of Guarantee Insurance</b>	Losses on On-Demand-Bonds or Guarantees due to political acts.	Construction companies, contractors, business exporters, trade finance organisations.
<b>Project Finance Non Payment Insurance</b>	Losses caused by a default on a project pan due to a commercial or political event.	Senior secured project financiers.

\* Not available through agency distribution.

## Commercial Lines

### Global Property

PROGRAMS	COVER	MARKET
<b>Energy</b>	Comprehensive coverage contemplates clients' full exposure – from property damage and machinery breakdown to business interruption and contingent business interruption for Energy clients.	<p>Focused segments and tailored Coverage for:</p> <ul style="list-style-type: none"> <li>• Oil and petrochemicals (mid and downstream).</li> <li>• Power generation and utilities.</li> <li>• Chemicals.</li> <li>• Mining and related industries.</li> <li>• Oil rig (upstream exploration and production).</li> <li>• Construction.</li> </ul>
<b>Large Limit</b>	Comprehensive coverage contemplates clients' full exposure – from property damage and machinery breakdown to business interruption and contingent business interruption for Large Limits clients.	<ul style="list-style-type: none"> <li>• Large Limits clients are defined as those with total insurable assets greater than US\$750M.</li> <li>• Includes one or more locations in a single country or multinational programme.</li> </ul>
<b>Middle Market</b>	Easy-to-navigate, clear and comprehensive all risk property damage and business interruption / extra expense coverage for Middle Market clients.	<ul style="list-style-type: none"> <li>• Middle market clients are defined as those with total insurable values of between US\$25 million and US\$750 million.</li> <li>• Includes one or more locations in a single country or multinational programme.</li> </ul>
<b>Terrorism</b>	Stand-alone terrorism risk property damage and business interruption for Energy, Large Limit, and Middle Market clients.	Single country and multinational companies in virtually any industry seeking to create a compliant insurance program that enables the insured to retain risk.



## Commercial Lines

### SME Products

Specifically designed for Small and Medium enterprises with assets up to S\$12 million per single location – we encourage targeting franchise or multi-location small businesses.

AIG SME	COVER	MARKET
<b>SME Singapore</b>	<p>Offers multi-line insurance coverage under one policy which uses technology to provide its producers the ability to provide a quotation and bind and issue a policy anywhere they have an internet connection. The same technology enables the producer to fully service all transaction types at their convenience, including all renewals and endorsements as well as new business. This adds up to reduced time and more certainty in the process of dealing with AIG, leading to the ability to spend more time with customers, increasing business sales or entrenching relationships.</p> <p>We offer simple easy to follow insurance products for many small businesses, and bespoke solutions for the more complex insurance buyer. Covering a wide spectrum of SME customers from a small single office premises for self-employed business owners to a multi-dimensional retail company with a Material Damage/Business Interruption exposure spread across multiple locations, often in a franchise arrangement, or with up to 100 employees or more.</p> <p>We are increasingly targeting specific industries and sub-industries with products tailored for those groups of businesses. This enables us to provide specially designed products to meet the modern needs of an SME company in Singapore, reducing their financial risk and helping our producers provide value to their clients.</p> <p>Our products provide cover to meet the needs of today's SME company including</p> <ul style="list-style-type: none"> <li>• Material Damage Fire and Perils or a more comprehensive Property All Risks cover includes Glass cover and gives you the option to include Burglary, Money and Inland Transit.</li> <li>• Business Interruption Insurance from a simple daily cash offering to full Business Interruption coverage.</li> <li>• Machinery Breakdown to give cover for your essential machinery against Breakdown.</li> <li>• Electronic Equipment for those essential electronic items you require wider coverage on.</li> <li>• Fidelity Guarantee to protect against the actions of any dishonest employees.</li> <li>• Group PA available to protect your employees against injury inside and outside of the working environment.</li> <li>• Workers Injury Compensation to protect the Insured against his legal liability if their Employees are injured whilst at work.</li> <li>• Inland Transit to protect stock the Insured needs to move around Singapore.</li> <li>• Public Liability with Limit of Indemnity of up to S\$10 million.</li> <li>• Products Liability available upon request.</li> </ul> <p>Targeted extensions to suit the need of our target market of Retailers, Food and Beverage, Hospitality, Service Industry, Education and Office based industry. These include Food Poisoning, Goods in Custody or Control, Inn Keepers Liability, Loss of Revenue or Gross Profit, Customers and Suppliers Extensions and many more.</p>	Small and Medium enterprises with assets up to S\$12 million per single location.

# Commercial Lines

## Surety

PRODUCTS	COVER	MARKET
<b>Contract Bonds</b> Performance, Advance Payment, Retention, Maintenance, Labour & Material Payment, Supply and Bid bonds.	Protection, both public and private, against contractors and service provider's inability to fulfil contractual obligations, usually as the result of financial failure or technical problems.	S&P BB or better (or equivalent), Singapore-based and international companies with minimum tangible net worth not less than US\$30 million, good cash flow and annual turnover in excess of US\$100 million.
<b>Commercial Bonds</b> Customs bonds.	To guarantee some aspect of principal's occupation which is required by government or regulator.	Construction, Infrastructure, engineering, Support Services, Transport, Oil & Gas and (Renewable) Energy.

## Commercial Lines

### Trade Credit

PRODUCTS	COVER	MARKET
<b>Corporate Trade</b>	Cover for non-payment due to insolvency or default of all buyers on domestic and export sales.	Companies with revenue in excess of US\$25M selling on short credit terms.
<b>Global Trade</b>	Comprehensive Excess of Loss cover for non-payment due to the insolvency or default of a buyer, or inability to transfer currency due to a political act.	Companies with revenue in excess of US\$50M selling on credit terms of up to 180 days.
<b>Principal Customer</b>	Top customer cover for non-payment due to insolvency or default of all buyers above an agreed level on domestic and export sales.	Companies with revenue in excess of US\$15M selling on short credit terms and keen to insure only their top customers.
<b>Single Buyer</b>	Non-payment cover for an individual key buyer.	Exposures in excess of US\$5M.
<b>Captive Programmes*</b>	Operational and structural support for self insured credit risk through excess of loss coverage.	Companies with revenue in excess of US\$10M.
<b>Financial Institutions Credit Insurance*</b>	Cover for losses arising from non-payment of Letters of Credit or other eligible transactions by named obligors.	Banks.
<b>Trade Finance*</b>	Basel III compliant Credit insurance supporting structured and supply chain finance transactions based on trade receivables.	Companies with revenue in excess of US\$25M.
<b>Pre-Export Commodity Finance — Supplier Default Insurance*</b>	Cover for the failure of a supplier to supply or export goods, commodities or services paid for in advance by the Insured.	Banks, trading or manufacturing companies.
<b>Global Limits Manager*</b>	A leading web-based credit management tool designed to set, manage and monitor customer credit limits and ease policy administration using live sales ledger data, supplemented where necessary with status agency data. Global Limits Manager provides a powerful insight to trade receivables risk portfolio and is used by wide range of multinationals and corporates.	Any company with trade receivables.

\* Not available through agency distribution.

# AIG MULTINATIONAL SOLUTIONS, YOUR WAY



## HEADLINES

Wherever our clients are today and wherever they want to be tomorrow, we give them the protection and service they need to do business with confidence. Our flexible, collaborative approach and resources enable our clients to make informed decisions as they secure the multinational solutions that work best for their organizations.

- AIG Multinational Philosophy – a practical, flexible and informed approach to best meet and respond to clients' needs.
- AIG Multinational training – both online (multi lingual – English, Chinese, Japanese) and subsequent face to face sessions, tailored around mutual multinational clients/targets.
- AIG Multinational Program Design Tool – web-based, easily accessible tool that provides a framework for client focussed program design discussion & decision making (available in English, Chinese and Japanese).

[Visit the AIG Multinational Resource Centre >](#)

## KEY SECTORS

- Multinational companies in all sectors and sizes.
- Companies expanding regionally and internationally.
- Captives and risk-managed programs.
- Cross border opportunities where clients and their advisors seek to arrange and coordinate insurance in one country and have local policy issuance and service in another.

## AIG ADVANTAGE

- A multinational program tailored to unique needs and preferences, whether for local policies, a global policy, or a combination of both, a controlled master program.
- Consistent high-quality underwriting, loss control/engineering and claims services, wherever a company operates.
- Deep local knowledge and expertise, infusing all facets of a program with local support worldwide.
- Insights and tools that facilitate informed decisions in managing multinational risks.
- A dedicated team of multinational specialists across Asia Pacific to partner in multinational targeting, program design, implementation and service.



# GLOBAL RISK SOLUTIONS: YOUR PARTNER FOR NON-TRADITIONAL SOLUTIONS TO UNIQUE RISKS

## HEADLINES

- Market leader providing global fronting programs throughout the world that insure virtually all types of risk, while enabling clients to retain some or all of the risk.
- Innovative programs to transfer risks that are complex, unusual, and /or difficult to address.
- Flexibility to insure almost all lines of business.
- Technical expertise to cover risks for which there is no conventional insurance market.
- Full range of captive management services.
- Rent-A-Captive through AIG's cell captive facilities provide simple, cost-effective risk retention solutions.
- Superior servicing and claims handling, reporting, and management.

## KEY SECTORS

- Large Commercial Enterprises.
- Financial Institutions.
- Growing Middle Market Companies.
- Multinational Corporations.

## AIG ADVANTAGE

- 50+ years of providing global captive fronting solutions leveraging AIG's network of owned operations in over 90 countries, supported as required by local insurance partners.
- 20+ years in delivering non-traditional solutions to our clients' unique risks, using innovative structured (re)insurance solutions.
- A market leader providing non-traditional insurance and reinsurance solutions.
- Unique deal team culture bringing together underwriters, actuaries, lawyers, accountants, credit officers, claims professionals and operational specialists.
- A history of partnering with clients to truly understand their business needs to provide innovative risk transfer and risk financing solutions.
- In-depth knowledge and advice on programs, coverage and regulations.
- Extensive product customization ability.
- Full access to AIG's multinational policy issuance capabilities and expertise controlling multi-currency cash flows.

[www.aig.com](http://www.aig.com)

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Bring on tomorrow

This product brochure is intended as a guide to coverage benefits only. The precise scope and breadth of policy coverage is subject to the specific terms and conditions of the policy wording.

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