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AIG Travel Launches Innovative Solution for Tech-Savvy Travelers

Travel insurer collaborates with customers on new express claims tool

HOUSTON (March 3, 2016) – AIG Travel (www.aig.com/travel), provider of Travel Guard® travel insurance solutions and global assistance services, recently launched its First Notice of Claims Loss (FNOL) tool.

Designed with direct customer feedback, the tool represents AIG Travel's continued commitment to a streamlined customer experience. Customers and their travel agents may now submit claims online – at a website optimized for mobile, tablet and PC/laptop – at the time most convenient for them. In addition to dramatically reducing claims processing time, the FNOL tool is designed to facilitate:

- Obtaining a claim number instantly
- Uploading documents and photos via smart phones or other devices
- E-signing important claim documents
- Checking the status of a claim online anytime
- Communicating directly with a claims adjuster via the message center
- Receiving timely text or email updates about claim status

“When unanticipated travel events occur, customers look to AIG Travel to provide appropriate solutions quickly,” said James Page, senior vice president and chief administrative officer of AIG Travel. “We’re committed to offering that assistance as fast as possible, including during the claims submission process. That means not only providing convenient solutions, but also listening to our customers to determine what ‘convenience’ means to them – we’ve done that and we’re pleased to introduce the FNOL tool in response to their needs.”

Online claims submission is now available to U.S. leisure travelers, and AIG Travel plans to expand the service to customers and their travel agents in other regions throughout 2016. For more information about the tool, please visit www-272.aig.com/travelfnol.

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About AIG Travel and Travel Guard

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance solutions and assistance. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at www.travelguardworldwide.com and www.travelguard.com.

Products or services may not be available in all countries or states, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. In the United States, Travel Guard insurance products are offered through licensed insurance producers, including Travel Guard Group, Inc., and underwritten by National Union Fire Insurance Company of Pittsburgh, Pa., a Pennsylvania insurance company with its principal place of business at 175 Water Street, New York, NY 10038, that is currently authorized to transact business in all states and the District of Columbia. NAIC No. 19445.

About AIG

American International Group, Inc. (AIG) is a leading global insurance organization serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) | LinkedIn: <http://www.linkedin.com/company/aig>

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