



See what *we can* do...

## We're There When You Can't Be

A policyholder was en route to the airport for vacation, when a piece of ice fell off a truck and shattered his windshield. The vehicle could not be driven the rest of the distance to the airport, so the policyholder made his way to a nearby relative's home and called AIG Private Client Group to report the incident.

With a flight to catch, our policyholder couldn't afford to wait around — and he didn't have to. We assured him that everything could be taken care of in his absence.

Our claims specialist initially could not get on-site assistance, as all glass repair shops in the area were closed due to inclement weather. Rather than abandon the vehicle, he located a company to tow the car back to the policyholder's home and arranged for a local vendor to make the repair.

Later that same day, after the policyholder had arrived at his vacation destination, he received a call from our claims specialist updating him on the progress of the situation. A second call was made to the policyholder later that week to advise him that the car was fully repaired and in his driveway.

### Automobile Insurance: The AIG Private Client Group Difference

Whether you own a few family cars or a fleet of vintage vehicles, we offer a wide variety of coverage options — without the hassle of multiple policies for multiple vehicles. Among our many features is an "agreed value" provision: we collaborate with you up front to determine the amount you'd be reimbursed in the event of a total loss. This approach eliminates incremental depreciation as well as uncertainties about compensation at claim time. If damage occurs, you also have the freedom to use the repair facility of your choice.

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