



Press Release

AIG General Insurance Co., Ltd.
Kamiyacho MT Building, 3-20,
Toranomom 4-chome,
Minato-ku, Tokyo 105-8602
Japan

AIG General honored at “Insurance Asia Awards 2020” for two initiatives
‘Model for calculating flood inundation using drones in water-related disasters’ and
‘Business continuity and risk management support for SMEs’

TOKYO, August, 13, 2020—AIG General Insurance Co., Ltd. (AIG General) was awarded “Claims Initiative of the Year” and “CSR Initiative of the Year” at the Insurance Asia Awards 2020.

The “Insurance Asia Awards 2020,” organized by Charlton Media Group with offices in Singapore, Hong Kong and the Philippines, recognizes Asian insurers for their efforts in providing outstanding products, services, practices and initiatives.

Details of AIG General’s award-winning initiatives are as follows.

Name of award	Claims Initiative of the Year
Outline of award-winning initiative	<p><u>Remote-sensing model</u></p> <p>In the event of large-scale flooding due to typhoons or heavy rain, this system uses drones to take aerial photos of areas with concentrated flood damage, and uses remote sensing technology to assess the status of flood inundation at insured properties.</p> <p>The Digital Surface Model (DSM) generated by the drone images and the depth of flooding measured by AIG General personnel (drone pilots and others) at the measurement points in the area are combined to make an assessment of the flood damage.</p> <p>It previously took time to certify the damage because the surveyor in charge needed to visit each individual insured property to check the flood inundation. For example, where it would normally take one to two days to assess six insured properties, with this model, it only takes 30 minutes to one hour of aerial photography and depth measurements of sample points to confirm the extent of the flood damage by drone.</p> <p>Efficiently confirming the flood damage in this way enables AIG General to expedite its response to insurance claims. Last year, when Typhoon Hagibis caused devastating damage in eastern Japan, there were cases in which this model was used where payment was made on the same day as the damage certification. In recognition of the above, AIG General was awarded the Claims Initiative of the Year award for its efforts to support policyholders in rebuilding their lives as quickly as possible after a major disaster.</p>



Name of award	CSR Initiative of the Year
Outline of award-winning initiative	<p><u>SME Resilience+ Project</u></p> <p>In July 2019, the Small and Medium Enterprise Resilience Act, a law to strengthen the business continuity of Small and Medium Enterprises (SMEs), came into effect, and the government established the "Business Continuity Plan" certification system, in which the Minister of Economy, Trade and Industry (METI) certifies disaster prevention and mitigation plans formulated by SMEs. In line with this, AIG General, whose main market is SMEs, launched the SME Resilience+ Project in August 2019, which has three main pillars: (1) analyzing risks and providing that information to SMEs, (2) offering risk consulting services, and (3) providing risk financing.</p> <p>Specific initiatives in this project are:</p> <ul style="list-style-type: none">● Organizing seminars for SMEs and other organizations.● Creation and distribution of risk consulting leaflets, prefectural earthquake and tsunami brochures, and brochures using comic-style illustrations explaining business interruption insurance that covers the funds needed to continue business.● Introduction of a Business Continuity Qualification System implemented by the Business Continuity Promotion Organization to strengthen risk consulting capabilities of personnel and sales agents.● Providing a "Natural Disaster Risk Report" using AIG General's data analytics. <p>In addition to supporting SMEs through payment of insurance claims as a non-life insurance company, these efforts were recognized for their high degree of social contribution.</p>

AIG General will continue to provide products and services to help solve the issues faced by its customers, based on its strategic business concept of "ACTIVE CARE," which aims to provide simple and easy-to-understand products and services from the customer's perspective.

<About AIG>

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange. For additional information, please visit our website at www.AIG.com.