



Dear Marti,

On behalf of AIG, we hope that your families and you are safe and healthy. For those who have been affected by the COVID-19 pandemic, we stand with you and extend thoughts of comfort and strength in this time of uncertainty and disruption.

At the core of our AIG Claims team is an unwavering commitment to serve and support our clients in their time of need.

The majority of our team already had the ability to work from home. As a result, we seamlessly transitioned to a fully operational remote claims operation last month, processing and paying claims effectively.

Our team is closely monitoring state and federal governmental actions to provide optimal assistance through the evolving phases of this pandemic. We remain in constant contact with our underwriting and risk consulting teams to ensure continuity of client service in this dynamic environment.

Today, and in the days ahead the AIG Claims team remains ready to help our distribution partners, clients and the communities we serve. If you, or a client, needs to report a claim, or has an inquiry, our call centers and [first notice of loss reporting](#) operations are open and ready to respond to your claims needs.

Stay well and thank you for your business.

Best regards,

A handwritten signature in black ink that reads "Cynthia R. Koehler".

Cynthia R. Koehler
Chief Claims Officer
North American General Insurance

If you do not wish to receive any further AIG messages, please [select this link](#) to unsubscribe.

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.

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

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds.

View our [Privacy Policy](#).

© 2020 American International Group, Inc. All rights reserved.
175 Water Street, New York, NY 10038