

Fredricksen Information Source

Volume 1, Issue 24

September 2006

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From the President's Desk...



Private Client Group

The AIG Private Client Group program continues to be one of our fastest growing and most popular products for our brokers. The ability to service the ultra & high net-worth client at this level is, without a doubt, one of our industry's shining examples of what we are truly about.

This program has the ability to exceed the most discerning

coverage desires and provide exceptional claims service while meeting the client's premium expectations—what a wonderful combination!

If we haven't discussed this program's highlights with you, please give us a call, I'm sure you'll find the product, service, pricing and underwriting desires will exceed your own expectations. We look forward to hearing from you!

On another note, we are coming to the end of our production contests. We will have the prizes awarded by the 10th of October, and there are quite a number to be sent out.

Once again, thanks for your support.

- Mark

Fredricksen Insurance Services, Inc.

Phone: (800) 669-4347, (951) 929-5845, Fax: (951) 929-3574

Open Monday-Friday 7am-4pm PST

www.fredricksenins.com

Name/Department	E-mail Address
Mark - Administration	markf@fredricksenins.com
Cindy - Farm/Ranch/AIG PCG	cindym@fredricksenins.com
Rachel - Homeowners & Farm/Ranch	rachel.hindle@fredricksenins.com
David - Livestock Mortality	davidh@fredricksenins.com
Denise - Accounting	deniseu@fredricksenins.com
Bill - Marketing	billf@fredricksenins.com

Everything
comes to him who
hustles while he
waits

-Thomas Edison

Getting Acquainted with AIG:

Who is AIG?

American International Group (AIG) is the world's largest insurance company based on market value, and the leading U.S. based international insurance and financial services firm.

AIG has \$776 Billion in assets, and is ranked highly by many notable sources:

- #10 on the *Fortune* 500 list (Revenue)
- #20 on the *Fortune* Global 500
- #4 on the *Forbes* 500 Super 100 List

This sort of notoriety and recognition are not easy to come by, and illustrate why AIG is the world's leading insurance company.

AIG consistently holds the

highest ratings from the principal rating services and writes approximately \$5 billion of personal lines insurance in more than 130 countries and jurisdictions throughout the world. Above all else, AIG's size indicates a stable

foundation that allows it to write business that is beyond the scope of most other insurance carriers.

For AIG's ratings among those of its competitors, please see the table below:

<u>Company Name</u>	<u>Standard & Poor's</u>	<u>Moody's</u>	<u>A. M. Best</u>
AIG	AAA	Aaa	A++
Allstate	AA	Aa2	A+
Chubb P&C	AA-	Aa1	A++
CNA	A-	A3	A
Fireman's Fund	AA-	Aa3	A
State Farm	AA+	Aaa	A++
Travelers	AA-	Aa2	A++

This financial strength provides your client with unmatched worldwide coverage options as well as unparalleled coverage limits.

What is the Private Client Group?

Do you have need for a comprehensive insurance portfolio that your high net-worth clients can not outgrow? The AIG Private Client Group (AIG PCG) is what you've been waiting for.

The Private Client Group offers a flexible portfolio that aims to cover all of your insured's Property and Liability needs, while giving more discounts with each risk written.

In order to consider coverage, at least 3 lines must be written, and the primary residence must

exceed \$1 million in replacement cost. Once the basic criteria are met, the remaining international services can be obtained.

Since AIG Private Client Group deals with such a select few homeowners, they have the ability to provide a flexible collection of insurance products that can be customized to your client's unique needs. AIG PCG also prides itself on concierge-level customer service that is second to none.

In addition to their

extensive array of insurance products, AIG Private Client Group offers risk-management services for the client, their home, and their property that offer convenience as well as peace of mind.

Over the next few pages we will outline some of the coverages and services available through AIG Private Client Group, as well as explain how your agency can get involved. If questions arise from any topic, please do not hesitate to contact Mark, Cindy, or Rachel.

AIG Private Client Group Coverages

High-Value Homeowners

AIG Private Client Group formulated their homeowners policy with the knowledge that every high-value home has coverage needs that could not be met by an off-the-shelf homeowners policy. With this in mind, AIG PCG created the most comprehensive homeowners policy that is available for multimillion dollar homes. Subsequently, this policy became AIG's standard of eligibility for their other specialized policies and services.

The primary requirement to be eligible for the AIG Private Client Group's program is that the primary residence must have over a \$1 million **replacement cost**. Any secondary residences may be written as well, but can be lesser in value.

While the home's value is a significant underwriting guideline, it is the only one that is concrete. Aside from the home's value, all other variables are looked at on a case-by-case basis. This means all protection classes and construction types will be considered.

In the event of a claim, all homes are given **Extended Replacement Cost** in the event that it costs more to rebuild the home than the policy limit states. Window by window, tile by tile, the house will be restored to the exact condition it was in before the damage occurred. The insured also has the option of receiving a full cash settlement without obligation to replace or repair the damaged property.

A few points that set aside AIG Private Client Group's Homeowners Policy:

- Additional 100% Extended Replacement Cost (ERC)
- Additional Living Expense not limited by time or amount
- Contents covered for breakage
- Coverage for contents damaged by domestic pets
- Increased costs to rebuild due to building codes are included within the additional 100% ERC
- Debris removal not limited
- High deductible options up to \$100,000
- High limits of coverage
- Ability to write multiple policies on one billing statement

Basic and Excess Flood Coverage

AIG Private Client Group has taken steps to solve the lack of coverage associated with the gaps between your client's homeowners policy and their National Flood Insurance Program (NFIP) policy. To do this, AIG PCG automatically includes an in-house flood policy with all qualifying homeowners policies in many states

The following are a few details of the AIG PCG flood policy:



- \$250,000 for the house and other permanent structures, \$100,000 for contents.
- Replacement Cost
- No sub-limit for debris or property removal
- Up to \$5,000 for additional living expenses

These benefits and others are all packaged with the same Concierge-Level Claims Service that makes AIG PCG unique.

Homes will be eligible only if they are located in a low-to-moderate risk area (B, C, or X flood zone). AIG PCG can also respond to a single-location flood event unlike the NFIP policy, which requires that multiple properties be effected.

Additional Coverages:

Air/Watercraft

From small sailboats to “mega-yachts”, from single-prop leisure planes to helicopters and Lear jets, AIG Private Client Group has a coverage to meet the needs of your clients. Policies can cover total ownership or a fractional interest.

High limits of coverage are available with protection for hangars, airstrips, and helipads.

Policies are intended for individuals or corporations with experienced pilots or crew.



*This product sells itself:
A tremendous package of coverages
at a value for our clients.*

Earthquake

AIG Private Client Group offers a variety of high-limit earthquake coverages that offer total earthquake protection to your client's homes and belongings.

The basic earthquake coverage is available to all AIG PCG insureds, and can have varied deductibles.

AIG PCG also offers a Broad Form that is limited to the ultra high net-worth client in good standing. This form offers much higher contents limits at more competitive rates.

Autos

AIG Private Client Group's auto program allows your client to combine classic, antique, and exotic vehicles with all regular use vehicles on the same policy. Also included with the regular use vehicles are motor homes, motorcycles, and non-registered vehicles.

In the event of a claim, the insured can use a repair shop of their choice, and can take advantage of the \$5000 rental car reimbursement.

Collections

AIG Private Client Group has devised a Private Collection coverage as varied and flexible as your clients' collections themselves.

Whether your client collects fine art, jewelry, antique furniture, or vintage wine, AIG PCG can customize coverage to your clients unique exposure. Automatic coverage is given to all recent purchases, and there is no charge for most out of vault transactions.

Excess Liability

Excess Liability coverage protects against any insufficient limits within your client's multiple policies that can leave them vulnerable.

With some of the highest limits on the market, AIG PCG offers limits up to a staggering \$100 million.

The insured will have access to AIG's prestigious list of panel counsel, and will receive Employment Practices Liability for Domestic Staff.

In addition to offering a world-class portfolio of coverages and services, AIG Private Client Group provides your clients with helpful information and product offers that can prevent a claim from occurring. After all, the only thing better than having access to unparalleled claims service is not needing to take advantage of it.

Concierge-Level Services

Art Collection Management

Whether your client is in need of their own private curator, or simply help in finding a capable restoration facility, AIG Private Client Group is a valuable resource.

A few of the duties performed by AIG PCG's Art Collection Management team include:

- Performing facility inspections and supervising installation.
- Arranging packing and transport
- Selection of best-in-class third-party vendors

They can even help select lighting to best display your client's works of art. AIG PCG's experienced professionals are an irreplaceable asset to the art-loving client.

Personal Security

One of the first elements in preventing a loss, is to limit the exposure of the individual client. The personal exposures that can be protected by AIG Private Client Group include:

- **Identity Protection**
Advice is given on limiting personal risk to identity fraud and electronic theft, as well as protection for home computer users.
- **Employee/Vendor Background Screening**
Provides employment, financial, criminal, and driving histories as well as professional or educational authentication.
- **Travel Safety/Advisory**
Access to a global database that provides security guidance for 300 cities in 120 countries.

Residential Services

Rather than being limited to reimbursement in the event of a loss, AIG Private Client Group has a variety of services that can help prevent a loss from occurring.

AIG PCG specialists are on hand to help with the selection of disaster prevention measures ranging from storm shutters to a pre-incident plan with the local fire department.

An extensive home appraisal is also complimentary to ensure that your client is fully protected in the event of a claim. An itemized appraisal also expedites the claims process.

AIG PCG can also aid in the selection of a security system best suited to your insured's homes.

AIG Private Client Group Claims Service

You can earn a client's business by having a good product at a good price, but you keep a client by handling claims well. AIG Private Client Group aims to exceed the already high expectations of your high net-worth clientele by providing the following services in the event of a claim:

- All new losses will receive a response within the same day of report
- Policyholders facing an immediate crisis will be contacted within one hour, regardless of time of day
- Inspection of property damage will be conducted within 48 hours of the claim's initial report.
- Payment of first party claims will be made within 48 hours--following satisfactory documentation of loss and agreement on damages.

Of the 2000 claimants in 2003, 86% AIG PCG clients rated their claim experience as "Exceptional", while less than 1% found their experience to be "Unsatisfactory". AIG Private Client Group's claim satisfaction consistently remains high because of their drive to focus on the individual circumstances of each claim, as well as the specific needs of each client.