

CyberEdge[®] Claims



Dedicated CyberEdge[®] claims specialists are ready to assist a company's IT department manage the aftermath of a cyber attack the moment it occurs. Backed by over a decade's worth of experience handling cyber-specific claims and the strength of our extensive vendor network, our team provides the additional layer of response an IT department needs to face a cyber attack.

Claim Benefits

- Single point of entry to report, acknowledge and process claims in a timely fashion.
- Access to our local claims specialists on the ground around the world.
- Access to a panel of domestic and international attorneys with local expertise in handling cyber claims.
- Access to eRisk Hub, powered by NetDiligence[®], containing tools and vendor information to minimize the effects of a breach.

Unprecedented Experience

- Since introducing cyber liability insurance in 1999, we have helped thousands of companies and more than twenty million individuals face a cyber attack. The breadth of our claims inventory means that we are uniquely positioned to identify and anticipate claim trends and settlement values.
- On average, our claims specialists have more than seven years of industry experience handling the most complex first-party and third-party cyber claims.
- Co-located with our underwriting staff, our claims specialists gain a more complete understanding of our customers' business needs, ensuring claims handling is consistent with underwriting intent and facilitating prompt decision-making.

Rapid Support When Needed the Most

- Our claims specialists are responsive and react quickly to give guidance when you need it, from assessing your needs through processing your claims.
- Most of our coverage is written on a primary basis, enabling our claims specialists to be on the front line and have the authority to make decisions when needed.
- Our long-established expert vendor network of legal firms, forensic investigators, public relations firms and more offer immediate support for our insureds facing a cyber attack, anytime and anywhere.



CyberEdge® Claims

To learn more about
CyberEdge®:

Email:

CyberEdge@aig.com

Visit:

www.AIG.com/us/CyberEdge

Contact:

Your insurance broker

Our Claims Expertise in Action

- When a server and hard drive maintained by a company acquired by an insured were stolen, sensitive data for nearly 45,000 individuals was compromised.
 - We worked with the insured and provided \$1 million to cover notification, public relations, and other incident-related services.
- When an insured national apparel retailer with hundreds of outlets experienced a 48-hour systems failure at the start of a busy holiday weekend, the insured could not process sales and payments quickly and its operations were disrupted.
 - We added our expertise, assisted the retailer in retaining a forensic accountant, and verified the lost sales calculation for the holiday weekend.
 - We also reimbursed the insured for approximately \$1.4 million of lost sales incurred after the waiting period applicable to a network interruption caused by a system failure (coverage enhancement available from AIG).
- When an insured hospital was notified by the Secret Service of a potential breach that may have compromised data for 40,000 patients, our experienced team of dedicated cyber claims specialists quickly engaged a breach coach and a forensic investigator.
 - As a result, the insured had knowledgeable partners to provide advice, handle notifications, create a call center, offer patients access to identity-monitoring products, and ensure the incident was properly reported to the state regulatory agencies.



CyberEdge® Claims Contacts

Regional

Dilsher Singh
Vice President
Regional Financial Lines Claims

AIG APAC Holdings Pte Ltd
c/o Level 16, Menara Worldwide,
198 Jalan Bukit Bintang,
55100 Kuala Lumpur

Tel: +603 2118 0329
Mobile: +601 2281 6490
Fax: +603 2118 0122
e-mail: Dilsher.Singh@aig.com

Dixon Tang
Vice President
Regional Financial Lines Claims

AIG APAC Holdings Pte Ltd
c/o 46/F, One Island East,
18 Westlands Road,
Hong Kong

Tel: +852 3555 0061
Fax: +852 3573 9709
e-mail: Dixon.Tang@aig.com

Countries

Australia

Jane Pochon
AIG Australia Limited
Level 19, 2 Park Street
Sydney NSW 2000
Tel: +612 9240 1767
Fax: +612 9240 1752
Email: jane.pochon@aig.com

Japan

Michidai Hiraoka
AIU Insurance Company
Address: Arca West 9/F 1-2-4 Kinshi
Sumida-ku, Tokyo, 130-8560 Japan
Tel: +813 6688 9049
Fax: +813 5610 1535
Email: hiraokam@chartis.co.jp

China

Ms. Sharon Lin
AIG Insurance Company China Limited
Address: 5/F., Chamtime International
Financial Centre 1589 Century Avenue,
Pudong Shanghai 200122 China
Tel: +0086 21 3857 8395
Fax: +0086 21 3857 8005
Email: sharon-xf.lin@aig.com

Taiwan

Gina Weng
AIG Taiwan Insurance Co., Ltd.
Address: 15F, No. 6, Section 1, Zhongxiao
West Road Zhongzheng District, Taipei 100,
Taiwan, R.O.C.
Tel: +8862 2316 1188 Ext. 68504
Fax: +8862 2370 0655
Email: gina.weng@aig.com



Thailand

Chirapa Winitchaiyanant
AIG Thailand
Address: 21st – 23rd Floor, Siam Tower Building,
989 Rama 1 Rd., Pathumwan,
Bangkok, 10330 Thailand
Tel: + 660 2649 1000 Ext. 1501
Fax: + 660 2649 1568
Email: chirapa.winitchaiyanant@aig.com

Malaysia

Paul Sylvester
AIG Malaysia Insurance Berhad
Address: Menara Worldwide, Level 16, 198,
Jalan Bukit Bintang,
Kuala Lumpur, 55100, Malaysia
Tel: +603 2118 0350
Fax: +603 2118 0398
Email: Paul.Sylvester@aig.com

South Korea

Jun Hyuk Youn
AIG Korea Inc.
Address: KSURE Bldg. Seorin-dong, 16th Fl. 14
Jongno, Jongno-gu, Seoul, 110-729 Korea
Tel: +822 2260- 6926
Fax: +822 2011 4607
Email: junhyuk.youn@aig.com

Vietnam

Vu Hong Van
AIG Vietnam Insurance Company Limited
Address: 9th Floor, Saigon Center, 65 Le Loi
Street, District 1, Ho Chi Minh City, Vietnam
Tel: +848 3914 0065 Ext. 1012
Fax: +848 3914 0067
Email: hong-van.vu@aig.com

New Zealand

Joanna Godfrey
AIG Insurance New Zealand Limited
Commercial Claims Team Manager
The AIG Building, 41 Shortland Street.
Auckland, New Zealand 1010
Tel: +649 355 3111
Fax: +649 355 3088
Email: Joanna.Godfrey@aig.com

Hong Kong

Patsy Wong
AIG Insurance Hong Kong Limited
Address 46/F, One Island East, 18 Westlands
Road, Island East, Hong Kong
Tel: +852 3555 0371
Fax: +852 2838 9916
Email: patsy-ps.wong@aig.com



Indonesia

Lestari Dewi
PT. AIG Insurance Indonesia
Address: Indonesia Stock Exchange Building
Tower 2, Floor 3 & 3A Jl. Jend Sudirman Kav.
52 – 53 Jakarta 12190
Tel : +6221 5291 4888 Ext. 4824
Fax : + 6221 5291 4811
Email : lestari.dewi@aig.com

Singapore

Lindy Chan
AIG Asia Pacific Insurance Pte Ltd
Address: Chartis Building 78 Shenton Way
#08-16, Singapore 079120
Tel: +65 6419 1082
Fax: +65 6835 7417
Email: lindy-lf.chan@aig.com

Philippines

Rosauro M. Macalalad
AIG Philippines Insurance, Inc.
Address: 47th PBCOM Tower, Ayala Avenue
corner Rufino St., Makati City
Tel: +632 878 5560
Fax: +632 878 5450
Email: sarry.macalalad@aig.com

Guam

Anita Fisher
Guam Insurance Adjusters, Inc.
173 Aspinall Avenue, Hagatna, GU 96910
P.O. Box 822, Hagatna, GU 96932
Tel: +671-472-6292
Fax: +671-472-2707
Email: Anita.Fisher@AIG.com



Bring on tomorrow

American International Group, Inc. (AIG) is a leading international insurance organization serving customers in more than 130 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.

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. Products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Not all products and services are available in every jurisdiction, and insurance coverage is governed by actual policy language. Certain products and services may be provided by independent third parties. Insurance products may be distributed through affiliated or unaffiliated entities. 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.