◀ Outlook 10:38 9月29日 週二 93%

Your AIG Team

Iris Raymundo
Regional Underwriter,
AIG Singapore Commercial Hub

Natchanan Pornsukjantra
Head of Marine,
AIG Thailand

Ganeswaran Subramaniam
Head of Agency and Partnership,
AIG APAC



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AIG Marine



Key differentiators:

AIG has one of the largest Marine books in the world.

100+

Heritage: AIG Marine over 100 years old.

$125M

Balance Sheet: Ability to leverage a $125M max line per risk.

Scale: Underwrite ~$2B of GWP annually.

Claims adjusters working in partnership with our clients, empowered to make decisions to provide a swift claims resolution.

Product summary:

A truly global diversified underwriting proposition across multiple product lines. - Cargo and Project Cargo, Transport & Logistics, Marine Liabilities, Inland Marine, and Fine Art Specie, written on paper provided by AIG company and Lloyd's Talbot Syndicate.

We provide the capacity, expertise and claims expertise to deliver stability and growth for our global clients in an increasing uncertain world.

Leverage our Marine Risk Consulting capabilities to improve client outcomes.

Claims Promise

Marine Cargo* – First Party Only

AIG's Claims Promise affirm that our dedicated team of experienced claims professionals will mobilize in rapid response to a covered event and, if coverage is confirmed, will advance our policyholders up to 50% of our share of the agreed estimate† within seven days, giving them the immediate working funds they need for property damage and repairs.

- Property damage/repairs
- Sue and labor
- Debris removal, if applicable

* Subject to confirmed liability and based on agreed Property Damage estimates only

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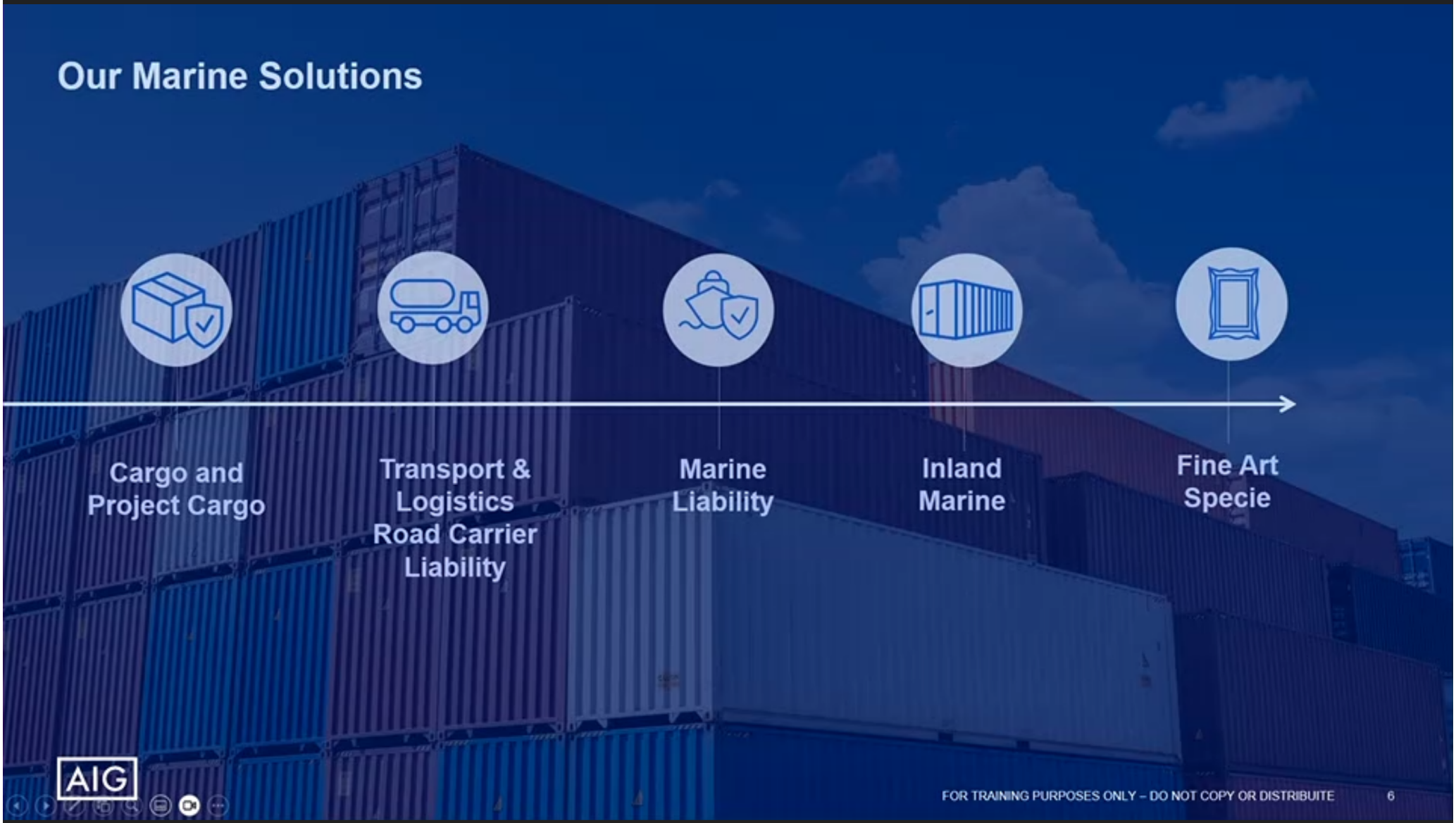

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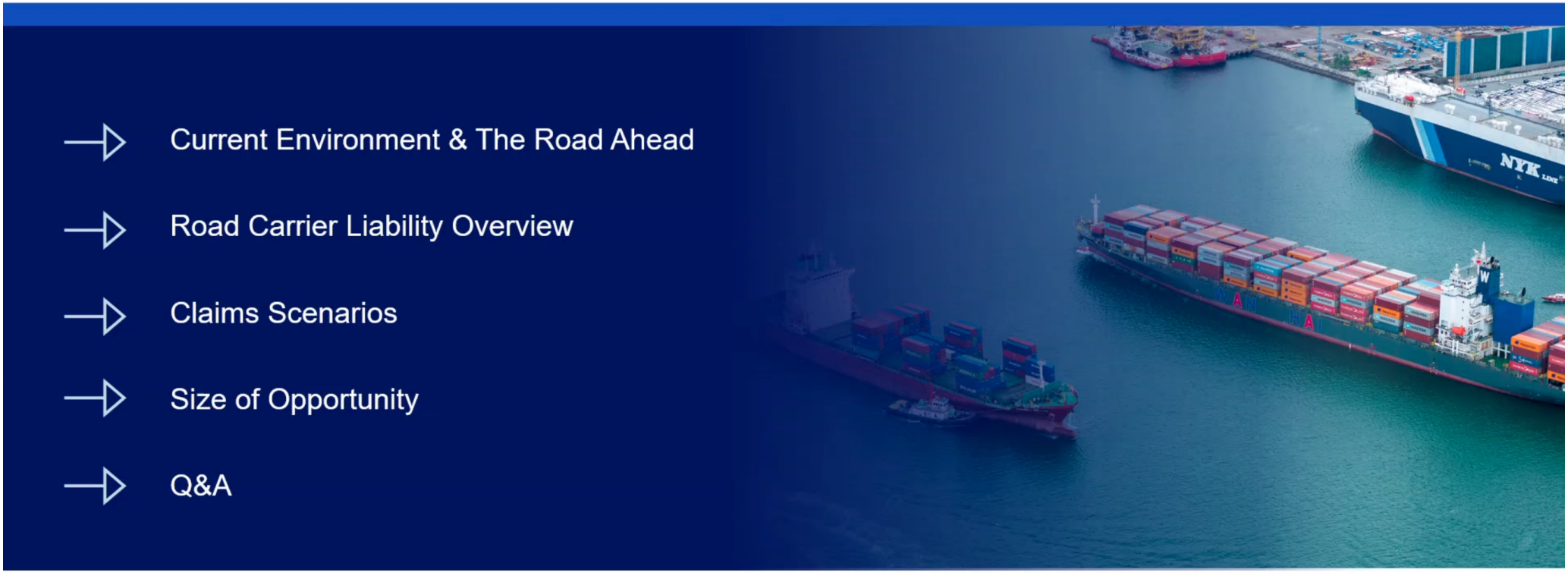
Agenda

- Current Environment & The Road Ahead
- Road Carrier Liability Overview
- Claims Scenarios
- Size of Opportunity
- Q&A



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Road Carrier Liability

When the goods move, liability moves with them.

Cargo theft is becoming more sophisticated



Subcontracting and third-party carriers

Driver shortage and driver quality

Weather Volatility



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Road Carrier Liability



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Claims Scenario

A small fire. A multi-million-dollar claim.



A road carrier was transporting consumer electronics **valued at US$1.5 million**. During transit, a fire started in the truck's engine compartment and spread to the cargo area, destroying the goods.

The loss resulted in a breached delivery contract, and the customer sought compensation from the carrier. Although the truck was insured, the cargo was not owned by the carrier, **leaving the carrier facing a potential liability claim of approximately US$1.5 million**.

Response

- Rapid response + proactive defence: AIG mobilised its claims loss adjuster to investigate the loss, preserve evidence, mitigate further damage, and support the road carrier in the settlement of the US$ 1.5M cargo claim.

Outcome

- Rapid resolution and client certainty: AIG settled the claim promptly within 7 days, enabling the carrier to meet its contractual obligation and minimizing the financial and operational disruption associated with a major cargo loss.

Why is this important? Why AIG?

- When a major loss happens, speed matters. AIG combines responsive claims handling with full-value road carrier liability protection, giving clients confidence that their claim will be handled efficiently and professionally.

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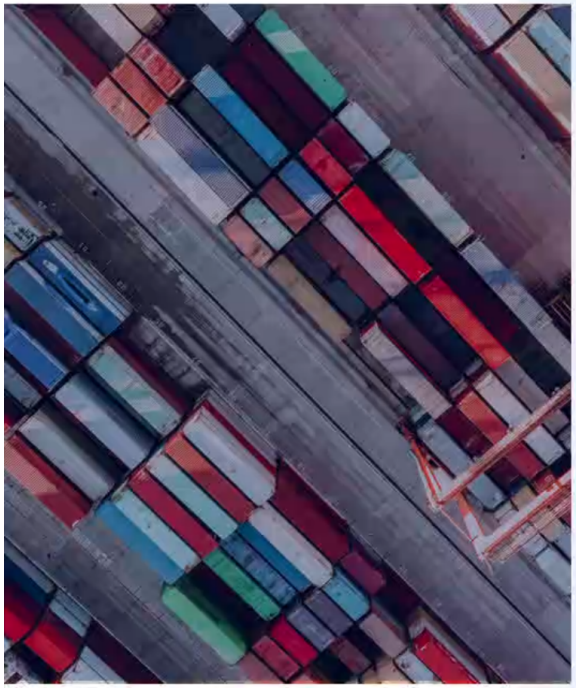
Claims Scenario

The $2Million Load that never looked damaged



A road carrier was contracted to transport pharmaceutical products valued at approximately US$2 million.

The shipment arrived on time with no accident, theft, or visible physical damage. However, the refrigeration unit malfunctioned during transit, causing temperatures to exceed the required range for several hours.

Although the products appeared intact, they no longer met quality standards and the entire shipment was rejected. This resulted in a liability claim of approximately US$2 million

Response

- Full value liability protection: AIG conducted a detailed investigation into the refrigeration failure and identified the defective reefer unit supplied by the container owner as the root cause of the cargo damage. AIG indemnified the insured for 100% of the covered loss. Then AIG pursued recovery against the responsible reefer container owner, working with experienced recovery specialists and partners.

Outcome

- Recovery achieved: Successfully recovered portion of the claim from the reefer container owner. This protected the client's interest while the recovery helped reduced the ultimate net claim.

Why is this important? Why AIG?

- Claims expertise beyond settlement: AIG not only indemnified the insured but also investigated the underlying cause and pursued the responsible third party.

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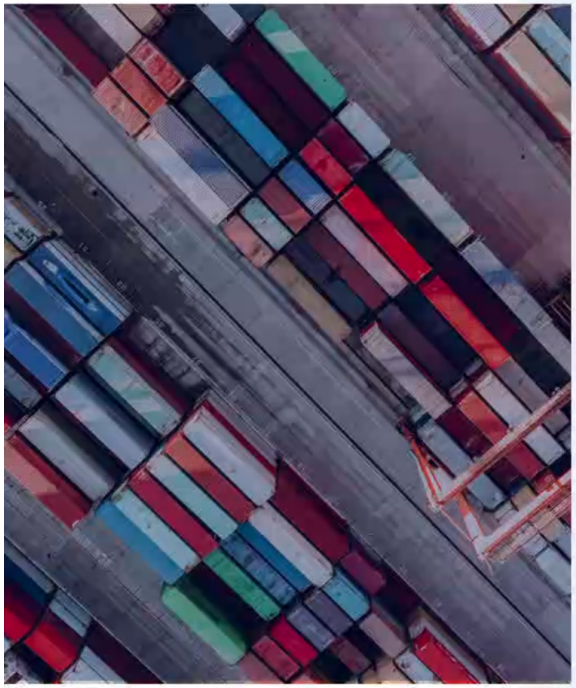
Claims Scenario

The $2Million Load that never looked damaged



A road carrier was contracted to transport pharmaceutical products valued at approximately US$2 million.

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Our Expertise

APAC Claims

Claims at a Glance

$1.1bn+
Total claims paid APAC in 2025

661,000+
Total claims closed in 2025

9.5K
New APAC Marine claims in 2025

$52M+
Paid Claims APAC Marine

Our APAC Claims Advantage

Client Focused

We provide tailored support to clients, regardless of size. Our claims professionals have specialised expertise by line of business and product, so we assign claims to the right expert, providing a single point of contact from lodgement to completion

Local decision-makers

Our team of 400+ claims representatives have the authority to make quick decisions at the local level. Backed by a global network, we deliver faster, informed outcomes for our clients

Insights & Emerging Risks

Through our global claims data, fraud trend analysis, training sessions, and expertise around new exposures, we help clients to reduce losses and minimise business disruptions

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Note: Data as of 31 December, 2025. Information shown includes Commercial and Personal Lines. Currency values displayed on this page are in USD

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Our Expertise

APAC Claims

Claims at a Glance

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Total claims closed in 2025

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Size of Opportunity

A sizeable transport ecosystem across six APAC markets

~103K–133K transporters / carriers

~12.5K–15.6K forwarders



Market Breakdown

	Transporter / carrier	Forwarder
Hong Kong	9,000–11,000	1,300–1,600
Malaysia	8,000–10,000	1,400–1,600
Singapore	6,000–7,000	1,000–1,200
South Korea	25,000–30,000	4,000–5,000
Thailand	25,000–40,000	1,800–2,200
Vietnam	30,000–35,000	3,000–4,000

Largest estimated carrier bases Thailand • Vietnam • South Korea

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SOURCES Hong Kong: HAFFA; AAT; Companies Registry | Malaysia: FMFF; SSM; APAD | Singapore: Singapore Logistics Association; ACRA; LTA
South Korea: KIFFA; MOLIT | Thailand: TIFFA; DLT | Vietnam: Vietnam Logistics Business Association; Ministry of Transport; GSO

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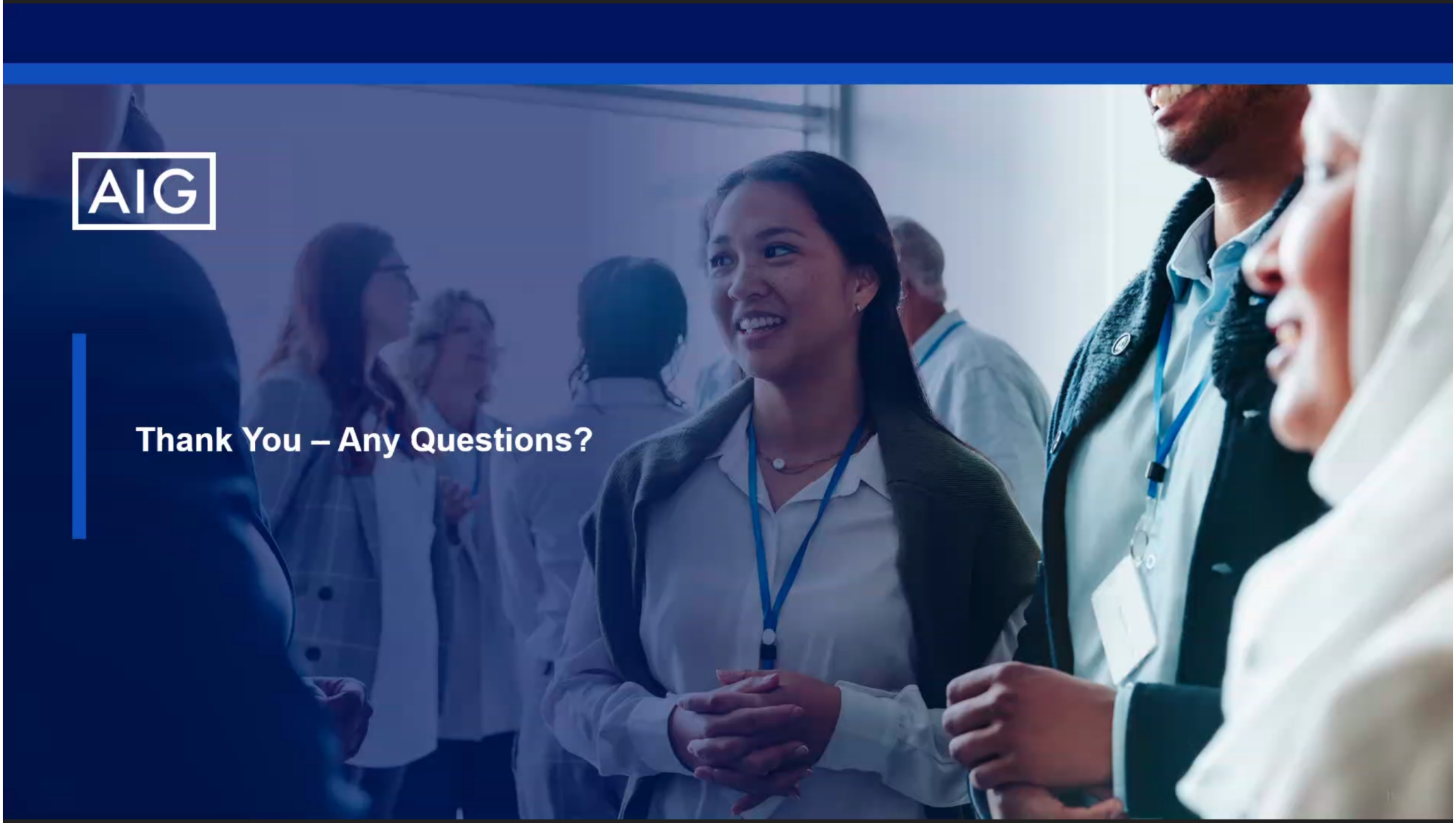

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