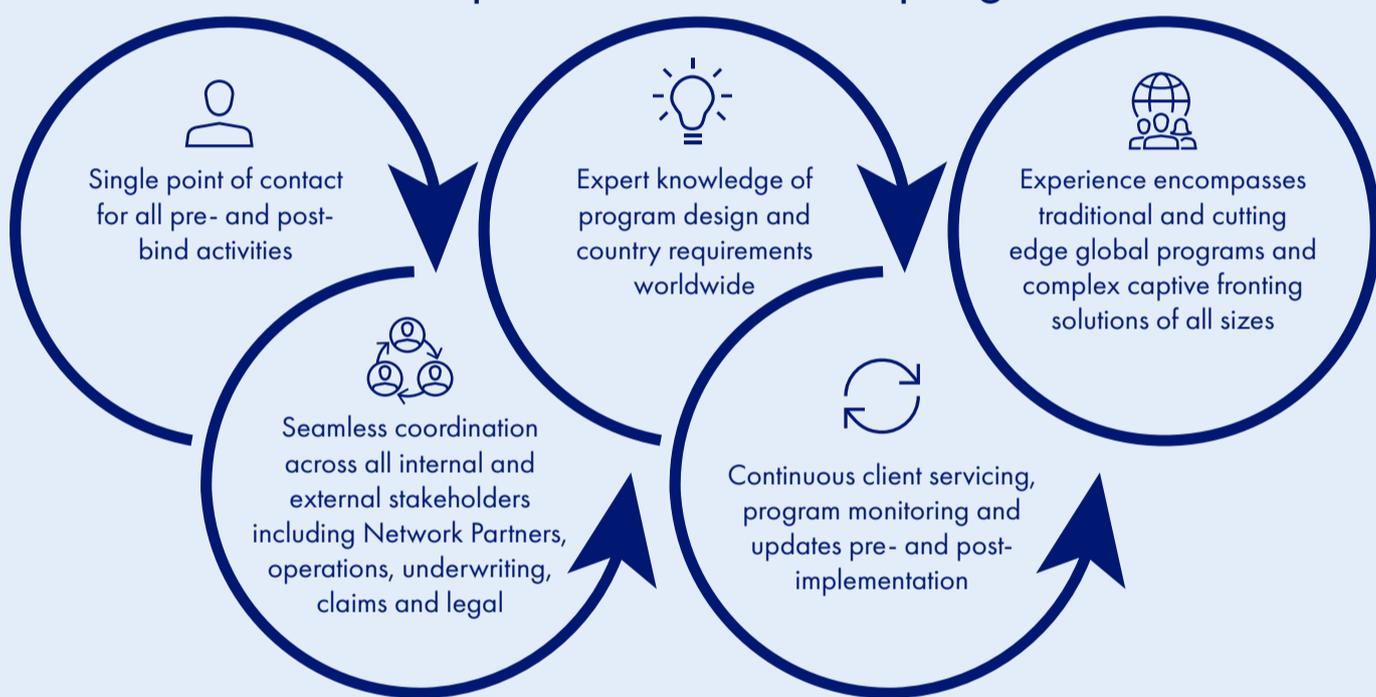




The AIG Multinational Client Executive

Your expert partner across our global organization for complex Multinational programs



100+

Multinational Client Executives, accountable for effective program management and the overall Multinational client experience

50+

Multinational insurance trainings accessible via AIG's employee learning portal, promoting continuous learning and client servicing excellence

16,000+

Local policies issued annually across a broad range of products, enabling clients to manage cross-border risks with confidence

9.6 years

Average length of tenure for Multinational Client Executives, forming the backbone of our Multinational knowledge and expertise

Tools and resources supporting client servicing



myAIG Client Portal

Comprehensive account management tool offering real-time data access across all program, and policy and invoice information.

Multinational Client Brief

Bespoke client and broker tool, aligning all timelines and accountabilities, along with program structuring rationale, compliance considerations, territorial analysis and key documentation requirements.

IntelliRisk*

Claims dashboard providing real-time information and analytics to help understand claims, gain insights, define risk mitigation strategies and measure success.

MN Xpress – Network Intelligence

Repository used by our staff for country and product-related regulatory information and knowledge across AIG's global network of 200+ countries and jurisdictions.**

*where legally permitted

**Through AIG-owned operations, AIG licenses and authorizations, and network partner insurers.

Taking pride in what we do:

Q: How would you describe your role and why is it so important?



Lisa Udensi
MNCE – UK

My role as a Multinational Client Executive (MNCE) is ultimately to bring structure, coordination, and service excellence to Multinational clients. Multinational insurance is a complex and often daunting topic for our clients, and I act as their first point of contact for any questions or requests, while working incredibly closely with our underwriters, partner insurers and distribution colleagues.

Through my experience of working on complex risk transfer, risk management and indemnity programs and coordinating local policies in over 200 territories, I bring technical understanding and expertise and support clients with country nuances, timelines for issuance and best practices. No two accounts are the same, and

I would even go as far as to say that no two renewals are the same, however the MNCE gets involved from the beginning and builds trust and a deep understanding of the client's requirements. We remain with the client throughout their whole journey with AIG Multinational, providing regular status updates, supporting with program changes, and ensuring smooth and efficient servicing to provide peace of mind that their program is compliant, and global coverage is in place worldwide.

Q: What is your proudest client service achievement so far?

However cliché it sounds, since joining AIG eighteen months ago there are too many moments that I look back on with pride to be able to pick just one. Whether a new account or a client with whom we have a long-standing partnership, there is always an opportunity to further fine tune processes and get a well-oiled machine running even more efficiently. I see it as my responsibility to proactively work with clients and brokers to design their programs and plan what timelines we are going to strive for, align on the milestones we need to reach by when, and address potentially challenging territories and how to tackle these together.

In turn, the greatest joy and sense of achievement I then get is when I see that we have not just stuck to, but surpassed timelines and delivered significantly improved service, especially with regards to policy issuance. One particular account that stands out for me as a client service achievement is a recent program that AIG Multinational took over that spans 30 countries. By taking the time to understand the client's business and global footprint, we were able to cut their bind to issue timeline down by two thirds compared to their previous Multinational program manager, and it was a great feeling to know I had supported a key partnership.



Chris Johnson
MNCE – U.S.

Q: How do you keep expanding your knowledge of Multinational insurance to best serve different types of clients?



Milan Jankovic
MNCE – Switzerland

As an MNCE in a globally operating company like AIG, my primary responsibility is to provide comprehensive and tailored solutions to our clients. In this spirit, continually expanding my knowledge is key.

In an ever-changing environment, it is crucial to engage in various learning opportunities. I regularly attend training sessions and workshops conducted by AIG and external providers to deepen my understanding of the Multinational insurance sector. Furthermore, I make use of the vast resources available to me, including AIG's global knowledge repository, industry publications, research papers, and online platforms dedicated to insurance insights. These resources enable me to stay informed about emerging markets, geopolitical factors, and industry-specific challenges that may impact Multinational business. Lastly, I actively seek feedback from clients and brokers, which helps me understand their unique requirements and challenges.

This year I also started my training to become a Global Fronting Underwriter. This will enable me to service complex captive fronting programs of all sizes and deepen my understanding of the unique challenges and considerations that arise with fronting arrangements.

Q: How does the AIG Multinational technology suite of tools support you and the client?

AIG Multinational's tools improve how efficiently I can service my clients but also add significant direct value to clients with regards to visibility and control of their global programs. There are three tools available to clients and brokers, namely the myAIG Client Portal for policy tracking and accessing copies of local documentation, IntelliRisk for tailored claims analysis, and the Multinational Client Brief. For me the Client Brief is the greatest differentiator for clients as it not only provides a clear and concise summary of compliance considerations, territorial analysis, and key documentation requirements, but also acts as the basis for ensuring all stakeholders are aligned on timelines, accountabilities, and program-structuring rationale from the get-go.

Internally, I also access a system called MN Xpress that supports the coordination and monitoring of premium allocation, policy issuance, and requirements from our Product teams and partner insurers. Within the tool is a module called Network Intelligence, comprised of over one million knowledge data points on local legislation and regulations. This is invaluable to me, especially as I automatically receive notifications should any requirements change, as it means I can confidently support clients with peace of mind.



Ariadna Perez
MNCE – Mexico

