

AIG

Property Owners

Trade on AIG eXtra and Acturis

AIG's Property Owners package product is designed for UK commercial landlords and their portfolios. While focused on commercial risks, our appetite includes mixed-occupancy locations and up to 35% standalone residential risks within a portfolio. The package provides broad and flexible coverage through both standard and optional sections. Individual locations up to £5 million sum insured are quotable online with up to £10 million sum insured coverage available on referral.

Key Highlights

- Designed for commercial property risks and portfolios of up to 20 properties.
- Simple mixed occupancy (commercial and residential within one location) risks accepted.
- Up to 35% standalone residential risks can be accommodated within a wider commercial portfolio.
- Unoccupied premises within a wider portfolio considered on referral.
- Ability to insure contents items.
- Business interruption includes alternative accommodation, rent and book debts.
- Virtual Medical Care included as standard.
- Minimum premium tailored to the tenants business activity.

Target Risk Profile

Individual Locations	Up to £5m (up to £10m on referral)
Property Owners Liability	Up to £2m as standard (up to £10m on referral)
Business Interruption (Loss of Rent)	Up to 27.5% sums insured

Standard Covers:

- Buildings
- Property Owners Liability

Optional Covers:

- Contents
- Business Interruption
- Employers Liability
- Legal Expenses
- Terrorism

This marketing material is intended for insurance brokers and other insurance professionals for their information. For full terms, conditions and benefits related to AIG products, please refer to the policy and associated documents.

Property Owners

Appetite



Preferred Risks

- Office
- Leisure
- Manufacturing
- Retail
- Service
- Wholesaling



Avoided Risks

- Clubs/societies
- Charities
- Government
- Student accommodation
- Grade 1 listed
- Non-standard residential risks

Claims Excellence

Being subject to a claim can be a challenging and disruptive experience. However big or small, our priority is to resolve a claim as quickly as possible.

Speedy resolution of straightforward claims

First-party property claims under £3,000 can be resolved quickly over the phone or via email with minimal documentation by our Express claims handlers (excludes claims with a Business Interruption element or recovery opportunity).

Specialised claims adjusters

By allocating claims into our three different centres of excellence, Express, Complex and Major Loss depending on their complexity, our customers benefit through the speedy settlement of more straightforward claims – whilst gaining the right expertise and focus on larger and more technically challenging claims.

Our Property Claims Promise

In the event of a major claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, we promise to provide the Policyholder with immediate working funds of up to 50% of our share of the agreed estimate within 7 days* for:

- Property damage/repairs
- Clean-up costs
- Extra expense/increased cost of working

Experts in liability claims

AIG has been writing employers' liability and general liability risks for over 50 years. Our highly trained claims adjusters are experts in liability claims including injury, damage, products and occupational disease. Clients will benefit from a dedicated claims team who will manage any claim and tailor the investigation to best suit their needs. This includes our Field Investigators geographically positioned across the UK & NI to provide on-site investigation or further support. We focus on accurate decision making to achieve the best outcome of the claim for our clients.

Virtual Medical Care **

Virtual Medical Care is a complimentary service available to Property Owners policyholders.***

GP consultations: 24/7 access to UK GPs for medical advice, prescriptions or specialist referrals.

Expert case management: second medical opinion on an existing diagnosis or treatment plan.

Unlimited: no claim is required. This service can be used as often as required.

Easy access: GP consultations can be accessed via a website, an app or over the phone.

A family benefit: the partner and children of the insured are also eligible.****



Trade on: **AIG eXtra**
aig.co.uk/aigextra

Acturis

* Subject to confirmed liability and based on agreed estimate for Property Damage / repairs, clean-up costs and extra expense / increased cost of working - does not apply to Business Interruption.

** Virtual Medical Care is provided by Teladoc Health UK LTD, a company registered in England: company number 05739281 and having its registered office at Aspect House Floor 5, 84-87 Queens Road, Brighton, England, BN1 3XE. Users of Virtual Medical Care who are insured under insurance products with American International Group UK Limited (AIG UK) and its affiliates should be aware that AIG UK does not provide and is not responsible for Virtual Medical Care. To the fullest extent permitted by law AIG UK and its affiliates therefore excludes any and all liability for the contents of Virtual Medical Care, including any errors, omissions or inaccuracy of the content of Virtual Medical Care or any third party websites linked to Virtual Medical Care. AIG UK does not endorse any third party websites. AIG UK cannot accept responsibility for any advice given, or information or assistance provided through Virtual Medical Care. AIG UK and Teladoc Health are distinct and independent personal data controllers.

*** Virtual Medical Care is available to insured's who are Private Landlords, Private Limited Companies, Limited Liability Partnerships, Partnerships, Limited Partnerships, Private Unlimited Companies or Sole Proprietors.**

**** The insured, their partner and children (aged under 18 or aged under 23 if in full-time education) are eligible for Virtual Medical Care.

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