



AIG AGENT ADVANTAGE

「WHY AIG」

START





Welcome

A blue hexagonal icon containing a white DNA double helix.

Who we are

A blue hexagonal icon containing a white target with an arrow.

Vision

A blue hexagonal icon containing a white four-pointed star with sparkles.

Products

A purple hexagonal icon containing a white silhouette of two people with a question mark.

Services

A purple hexagonal icon containing a white silhouette of a person at a computer screen.

Training

A dark blue hexagonal icon containing a white document with lines.

Claims

A teal hexagonal icon containing a white dollar sign.

Compensation



Bring on partnership

Thank-you for your business, dedication, hard work and loyalty in helping to make AIG grow while protecting and serving our customers. We are extremely proud to partner with you to provide meaningful solutions to your clients in a fast changing world where there are so many emerging risks.

We trust that you will find this guide along with the product and service information useful in helping you grow your business and achieve your goals. We are excited to continue working with you to open doors and we invite you to participate together in all opportunities as they occur to ensure we continue our mutual long term success.

Antony Lee, President & CEO, AIG Malaysia Insurance Bhd



Who we are



Vision



Products



Services



Training



Claims



Compensation



One of the world's largest insurance organization, with more than **\$ 52.1 Billion** in revenue and **\$ 596.1 Billion** in assets around the globe.



Leaders in property casualty insurance, life insurance and retirement services, mortgage insurance, and aircraft leasing.



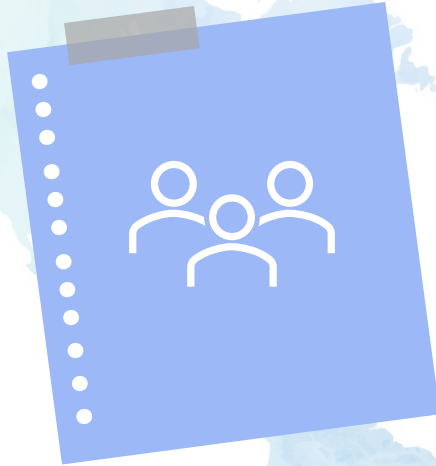
We're a network of over **36,000 people** in more than **70 countries** who come together every day to take on the world's new challenges. We're people who believe that with the right values and hard work, anything is possible.



And we know that thanks to our investment in the **latest data technology**, combined with our spirit of inventiveness, tomorrow is going to be amazing.



Vision



We will provide you with products and services that will meet your customers needs and **differentiate** you from your **competitors**.



We will provide you with the training, sales tools and claims service to help you **win** and **retain customers**.



We will provide you with **competitive compensation** and we will reward and recognise you for your achievements.



Who we are



Products



Services



Training



Claims



Compensation



Products



For Individuals and Businesses

We bring you the best products to meet your customers needs and protect what they value most. Not only do we provide you with products to meet individuals' needs such as Auto, Home, Health and Travel. For businesses we have Property, Marine, Workers Compensation and Directors and Officers.



New Opportunities

We are always reviewing and developing our products to adapt to the changing insurance landscape and to meet emerging exposures. This will ensure your customers are protected against the newest of risks.



Foothold with Potential Customers

Our product range will help you to engage potential customers in conversations they may not have had with their existing providers, highlighting possible gaps in cover and updating customers on products they may have never heard of.



Who we are



Vision



Services



Training



Claims



Compensation



Services



Who we are



Vision



Products



Training



Claims



Compensation

1 Growing in partnership

We build personal local relationships with you. We take the time to understand your business and your customers and work in partnership with you to maximise business opportunities. This ensures that you achieve the desired results and continue to grow.



2 Managing the Sales Cycle

While most are focused on the final results, we will provide you with the services you and your customers need during the sales cycle. Our experts deliver consistent and timely service on a wide range of matters from policy issuance to renewal to claims settlement. In addition, our call centre is on hand to answer your and your customers' enquiries.

3 We Have Conversations

We believe that good communication is the foundation of a strong relationship. Our goal is to make every communication understandable and useful for you and your customers.

Whenever possible, we work to include you into the conversation giving you the opportunity to share your thoughts about our products and services



Training



Agent Academy

At AIG, we share knowledge to build value. Our Agency Academy's curriculum is made up Product, Sales, Legal & Regulatory, Claims and Management trainings to meet your development requirements — whether you are a new or an experienced agent.

Training Delivery

We use various tools and methodologies to enrich your learning experience. Training may be located in a classroom, via a webinar or we will provide e-learning options allowing you to conduct training in your own time and at your own pace.

Training Expertise

Training will be provided by our in-house experienced trainers who are familiar with Agency business and who can provide skilled guidance. We also enhance trainings with expert opinions and testimonials; claims experts, engineers and other internal/external subject matter experts will contribute to presentations, discussions and more interactive sessions.



Who we are



Vision



Products



Services



Claims



Compensation



Claims

Centres of Excellence



Our claims operation is one of our greatest strengths. Claims professionals are knowledgeable, responsive and empowered to handle claims. We have invested heavily in our claims operation throughout Asia to make sure that our customers will get the best expert support for every particular type of claim. AIG Malaysia has also won **"Insurer of the Year"** for claims services for 3 consecutive years since 2011.

Partnership and Technology



We know how important fair and fast claims settlement is to you and your customers. We will work in partnership with you and your customer, communicating throughout the life-cycle of the claim from notification to settlement. All of this is underpinned by new claims technology so we can provide a better and more efficient service.

Global Presence, Local Expertise



We handle claims locally, with the support of our extensive global network. Our claims professionals understand your market, local legislation, compliance and cultures — a service advantage that your customers will be hard-pressed to find anywhere else.



Who we are



Vision



Products



Services



Training



Compensation



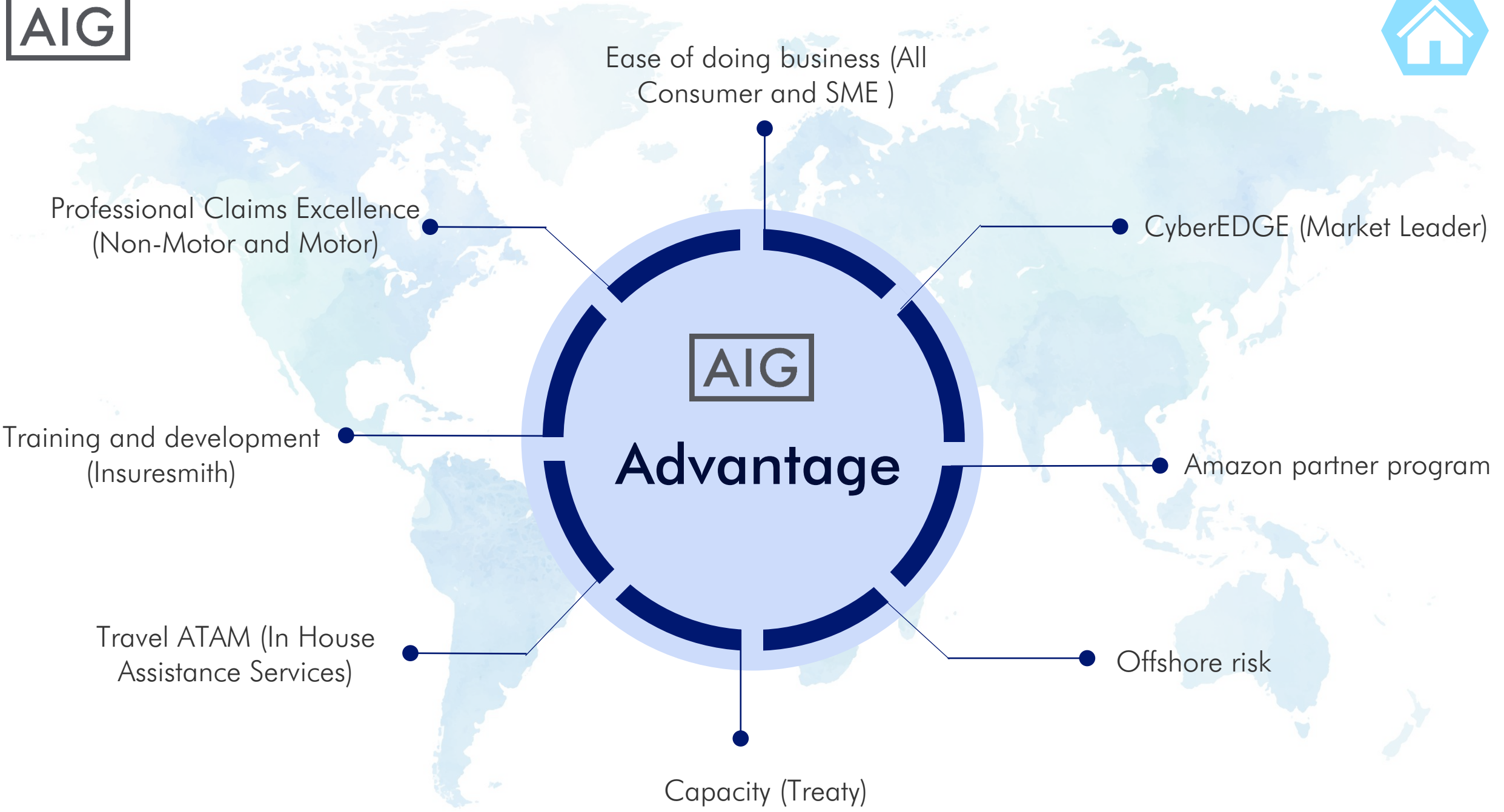
Compensation



Commissions*

Rewards & Recognition*

Contingent Compensation*





This is what our tenured agents have to say...



Winnie Tan, My E-Link Consultancy

I'm Winnie Tan, and I've been with AIG Malaysia since 2000, witnessing over 23 years of growth.

Joining AIG has been an incredible journey for me, starting from zero and seeing the remarkable progress, work together with dynamic team.

Welcome aboard, and let's build a prosperous future together at AIG Malaysia.



George Kuah, George Kuah Agency

Since joining AIG as an insurance agent, I have been consistently impressed by the company's unwavering commitment to excellence, its dedication to providing exceptional customer service, and its commitment to the professional growth and development of its agents.

The various training initiatives, such as the Insurance Trainee Program, InsureSmith Program, and the Alpha Group Program, have not only equipped me with valuable skills but have also fostered an environment where growth is not just encouraged but actively supported. These programs have been instrumental in shaping my career path within AIG.

I am proud to be an AIG agent and I highly recommend AIG to anyone who is looking for a rewarding career in the insurance industry.