



Attention: Claim Third-Party Administrators

Insurer Name on Correspondence (Emails and Letters) and Settlement Documents - Commercial - All Lines Of Business

We have communicated in the past that all claims correspondence must clearly identify the full names of (1) the specific insurance company involved as well as (2) the adjusting company providing services. We are writing to ensure our TPAs are aware that this applies to **all email and paper correspondence** going to insureds, claimants and anyone else entitled to payments under insurance policies (e.g., medical providers that have provided services to workers' compensation claimants). There is no legal distinction between paper and email correspondence. This requirement applies to claims handling in all states, for all lines of business.

We have seen an increase in regulatory citations and fines in recent months for failing to include the insurer and adjusting company name on emails and letters.

We are also writing to remind you that the proper insurer name should be included on all settlement documents/releases involving the settlement of an AIG claim, to ensure AIG's interests are protected.

ACTION REQUIRED: Clearly identify in all settlement documents and correspondence the full names of (1) the specific insurance company involved as well as (2) the adjusting company providing services. For your reference, we have provided a list of AIG insurance carriers below.

Correspondence Example: "This correspondence is sent by ____ [TPA] ____ as authorized administrator for ____ [AIG insurer] ____."

Please make any necessary enhancements to your claims handling practices to ensure compliance with these requirements.

Compliance will be monitored by AIG through claims audits performed by our Global Quality Assurance team.

AIG U.S. and Canada Property and Casualty Insurance Companies

****Full list including the NAIC & FEIN for each Company is attached***

AIG Assurance Company
AIG Insurance Company of Canada
AIG Property Casualty Company
AIG Specialty Insurance Company
AIU Insurance Company
American Home Assurance Company
Commerce and Industry Insurance Company
Eaglestone Reinsurance Company
Glatfelter Insurance Company f/k/a Blackboard Insurance Company
Granite State Insurance Company
Illinois National Insurance Co.
Lexington Insurance Company
Marbleshore Specialty Insurance Company f/k/a Blackboard Specialty Insurance Co.
National Union Fire Insurance Company of Pittsburgh, Pa.
National Union Fire Insurance Company of Vermont
New Hampshire Insurance Company
Stratford Insurance Company
The Insurance Company of the State of Pennsylvania
Tudor Insurance Company
Western World Insurance Company

Thank you very much for your cooperation and we appreciate your partnership. Please contact your assigned Claims TPA Governance Manager if you have any questions.

**Cordially,
Claims TPA Governance**