



## CLAIMS PHILOSOPHY

### We Like the Sound of 'Yes'

Should you experience a loss, you'll quickly learn why USAIG's claims handling is unparalleled in the industry. Your claim will set our team of aviation experts into high gear. Wherever your loss occurs, we'll be there, onsite, quickly. We have 10 General Aviation claims offices – staffed with pilots, A&P mechanics and aviation attorneys – in the United States and Canada. That's by far the most in the aviation insurance industry. If your loss is covered – and we always look for ways to say “Yes,” rather than excuses to say “No” – we will act quickly and efficiently to restore you to full operation.

Our claims management excellence transcends borders. We have successfully resolved aviation claims on six continents through an extensive international network of aviation-specialized attorneys, adjusters and experts, all while maintaining our tried and true philosophy of “hands-on” claims management and direct accountability to our customers. We've been underwriting aviation operations and handling claims for 90 years. During that time, we have responded to countless aviation accidents and successfully managed major litigations, both domestically and abroad.

From first report to final resolution, we take a proactive approach to delivering efficient and cost-effective claims results, with our customers' best interests in mind. We emphasize direct claim management and responsibility at every step of the process – no unnecessary reliance on third-party service providers. This all culminates in prompt, first-class claims management and resolution. But don't take our word for it. Just ask any of our thousands of satisfied customers from every sector of the aviation industry.