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**Press Release**

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**AIG TO PRESENT AT SECOND ANNUAL GWSCA CONFERENCE IN CHICAGO**

NEW YORK – September 15, 2015 – American International Group, Inc. (NYSE: AIG) announced today its Service Programs business will feature three presenters at the Global Warranty and Service Contract Association's Second Annual GWSCA Conference September 16-18 in Chicago. Conference speakers and attendances represent industry leading organizations from the warranty management and service contract business sectors.

Among the AIG Service Programs speakers will be James Mostofi, President, AIG Warranty Division, who will highlight the effect technology will continue to have on the future of service contracts and warranties. His remarks will focus on the dynamic changes being driven by:

- Product Innovation
- Changing Distribution Channels
- Service Model Changes and Enhanced Technology
- Globalization

“Customers desire the highest quality of service and want simplicity, effectiveness and convenience, not only when buying products and for protecting their purchases, but also when servicing existing products,” Mostofi said. “And clients need consistency and predictability working with global companies, especially for U.S. based companies looking to grow overseas.”

Mostofi will also detail specifics driving changes across the industry, such as:

- Increased importance of data (and data security)
- Service needs driven by new products (i.e. wearables)
- Growth in online/mobile purchasing
- Consolidation (driven by the desire to own customers)
- Real Time Capabilities

Dan Tafel, VP Global Development, AIG Warranty, will provide perspective on crucial trends impacting the international service contract business. “Global companies want one strategic partner to support their global needs; that partner is expected to provide one point of contact responsible for coordinating regional and country staff to support the client's needs,” Tafel said. “Previously, global companies managed a patchwork of partners in



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different countries with multiple contacts and inconsistent terms. A strategic global approach enables companies to more efficiently leverage their business with one integration, one set of business terms, one reporting source, and many other efficiencies.”

Chris Smith, VP of the Customer Experience, AIG Warranty, will also detail the dizzying speed of the industry’s transformation into a customer-centric entity.

“Consumer expectations are higher than ever and they use social media to influence future buying decisions,” Smith said. “Companies must be laser focused handling interactions with consumers or they could not only lose those consumers but also their friends.”

**About AIG’s Service Programs Business**

AIG’s Service Programs business is one of the world’s largest providers of product protection services in the industry, with approximately 30 years of experience managing the service and warranty programs for many of the world’s largest retailers, original equipment manufacturers (OEMs) of home appliance products and HVAC systems. It is also among the world’s largest providers of service protection programs for industries that range from mobile device and consumer electronics manufacturers to financial services companies.

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American International Group, Inc. (AIG) is a leading global insurance organization serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at [www.aig.com](http://www.aig.com) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: @AIGinsurance | LinkedIn: <http://www.linkedin.com/company/aig>

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