



AIG Europe S.A.
30 North Wall Quay
International Financial Services Centre
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Annual report 2021 Handling of Complaints from Italian customers for policies Issued in Italy under FOS

Italian industry regulations

ISVAP Regulation no. 24 of 19 May 2008, and subsequent amendments and additions, governs the procedure for handling complaints by insurance companies; it provides that a report on complaint handling activities must be drawn up annually and published on the company's website within 60 days of the end of the calendar year, which also summarises the data and types of complaints received by the company as well as their outcome.

Specifications

The Italian Regulation provide that this provision also applies to EU insurance companies authorised to operate in Italy in freedom of services which receive more than twenty complaints per year.

Complaints received in 2021

During 2021, AIG Europe S.A. - General Representation for Ireland received 43 processable complaints and 0 non-processable complaints.

The relative number of processable complaints received is 100% for "non-Life" products as the Irish Representation of AIG Europe S.A. is only authorised in Italy to issue these types of products.

The claims received in 2021 is shown below in the chart: Non-Motor TPL 43.



The impact (in percentage) of complaints received in 2021 and the number of insured heads outstanding as at 30.06.2021 is 1,42%.

AIG Europe S.A. is an insurance undertaking registered with R.C.S. Luxembourg. Company registration number B 218806.

AIG Europe S.A. has its head office at 35 D Avenue, J.F. Kennedy, L-1855, Luxembourg.

Directors: T Lillelund (DK), C Kampmann (DK), C Feipel (LU), J Nessi (FR), J Presber (DE).

AIG Europe S.A., Ireland Branch has its registered office at 30 North Wall Quay, International Financial Services Centre

Dublin 1, D01 R8H7. Branch registration number 908876. VAT number 3580476UH.

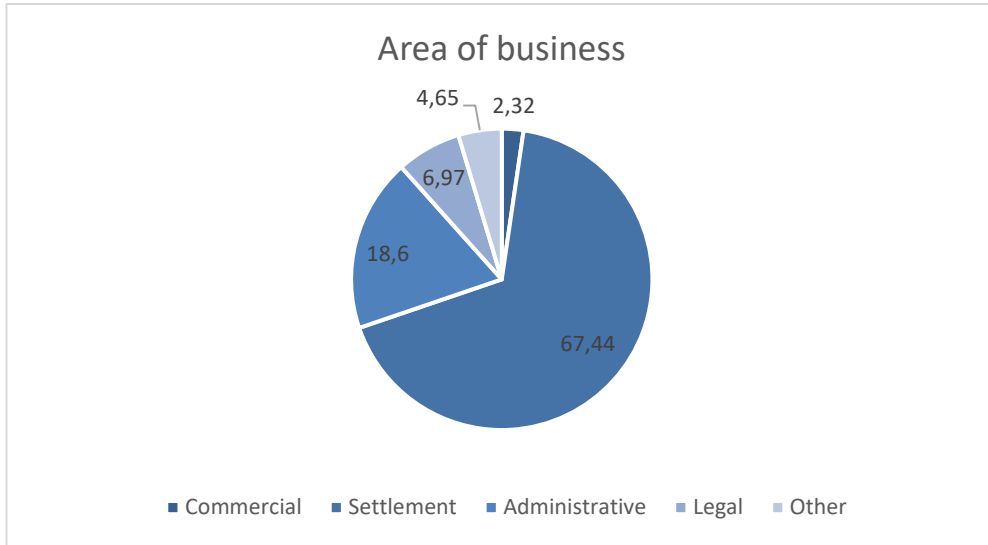
AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances and is regulated by the Central Bank of Ireland for conduct of business rules.



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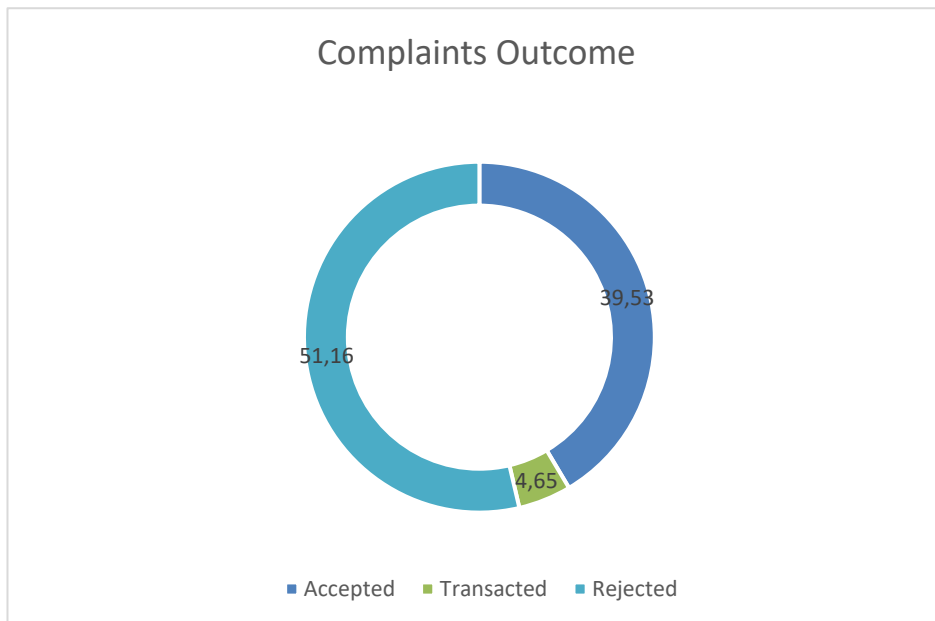
Types of complaints received in Italy

The following chart shows the main reasons for complaints received in Italy in 2021:



Final outcome of complaints

As of 31 December 2021, 43 complaints had been processed, of which 51.1% were rejected, 4.6% settled and 39.5% accepted. There were 2 complaints pending at that date.



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