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- **NEW! ROUND OUT PROGRAMS**
- **AN AIG TRIPLE PLAY:**
- **AI RISK<sup>®</sup> UNVEILS INSURANCE PORTFOLLIO**
- **SPOTLIGHT ON DAVID BLAKE**

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AI Risk Specialists Insurance, Inc. (AI Risk<sup>®</sup>) is a wholly-owned brokerage subsidiary of American International Group, Inc. (AIG) and the nation's leading underwriter of program business. To learn more, visit [www.airisk.com](http://www.airisk.com).



## CONNECTING YOU TO QUALITY, STRENGTH & SERVICE™

### NEW! ROUND OUT PROGRAMS WITH COMMERCIAL AUTO INSURANCE FROM AI RISK<sup>®</sup>

AI Risk now offers Commercial Auto insurance, underwritten by AIG Companies, for a broad range of vehicle types and fleets of ten vehicles or more. The new coverage is offered alongside virtually any property or casualty coverage available through AI Risk from Lexington or other AIG Companies. [Read Full Article](#)

### An AIG Triple Play: Property, Environmental, and General Liability Insurance Together

Brokers purchasing the Environmental and General Liability Exposures (EAGLE) Program from AIG Environmental can now easily secure property insurance from AI Risk<sup>®</sup> as well. [Read Full Article](#)

### AI Risk<sup>®</sup> Unveils Insurance Portfolio for Miscellaneous Healthcare Facilities

AI Risk's fast-expanding product line now includes customized portfolios of property and casualty insurance for miscellaneous healthcare facilities.

The *AI Risk Miscellaneous Healthcare Facility Portfolio* is designed to provide brokers with efficient, streamlined access to multiple coverages middle market miscellaneous healthcare facilities require. This includes property, equipment breakdown, general liability and professional liability insurance, all underwritten by Lexington Insurance Company. [Read Full Article](#)

### Spotlight on David Blake Operations Manager, AI RISK<sup>®</sup>

*As Operations Manager at AI Risk, David oversees the various technology platforms that enable AI Risk professionals and brokers to transact business as effectively and efficiently as possible. His domain includes AI Risk's flagship technology, the ProgramConnect<sup>®</sup> web-enabled quoting and binding system. David shares the latest news on ProgramConnect and what's coming next.*

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“Making commercial automobile insurance widely available reflects our commitment to providing our brokers with a one-stop solution for high-quality property and casualty solutions for middle market risks,” said John Willett, Senior Vice President, AI Risk.

Eligible risks include, but are not limited to, specialty contractors, building trades or artisan contracting, architects and engineers, home inspectors, alarm and telecommunications, manufacturing, wholesale, service, human services and real estate management operations. Coverage is available in all states except Hawaii, Massachusetts, Maryland, Mississippi, Alabama and Louisiana.

For more information, contact [airiskauto@aig.com](mailto:airiskauto@aig.com) or visit [www.airisk.com](http://www.airisk.com).

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“Realizing that the long list of middle market businesses that can benefit from EAGLE closely mirrors the wide range of property risks we write, we teamed up with AIG Environmental to make it as convenient as possible for brokers to secure our property insurance at the same time they secure the EAGLE program,” says Daniel Haskell, Director of Property, AI Risk.

EAGLE provides companies with primary general liability insurance and pollution legal liability insurance under one form. It includes sudden and accidental (bodily injury and property damage) pollution coverage as well as products pollution liability insurance. The all-risk property insurance AI Risk provides alongside EAGLE can include equipment breakdown coverage.

“Delivering our property insurance in tandem with EAGLE is another example of AI Risk's commitment to facilitating the full spectrum of solutions brokers need now for middle market risks,” Dan says.

To learn more about EAGLE or property insurance from AI Risk, contact your local AI Risk Middle Market Program Manager.

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The *AI Risk Miscellaneous Healthcare Facility Portfolio* is designed to provide brokers with efficient, streamlined access to multiple coverages middle market miscellaneous healthcare facilities require. This includes property, equipment breakdown, general liability and professional liability insurance, all underwritten by Lexington Insurance Company.

"The portfolio is designed to bring stability and convenience to middle market healthcare facilities coast to coast, making it easy for them to obtain consistent high quality, highly rated coverage across multiple lines," says Daniel McGinnis, Director of Healthcare.

The portfolio is available to a wide variety of classes, with everything from surgery centers and medical labs, to dental clinics and imaging centers considered.

Complimentary risk management and crisis management services are provided to insureds with the portfolio. And eligible policyholders can also earn risk management credit for enrolling in the National Patient Safety Foundation's (NPSF) Stand Up for Patient Safety™ Program.

The portfolio is accessible through AI Risk representatives nationwide, and qualifying risks can be processed via ProgramConnect<sup>®</sup>, AI Risk's web-enabled quoting and binding system.

To learn more, contact your local AI Risk representative, visit [www.airisk.com](http://www.airisk.com) or email [airisk@aig.com](mailto:airisk@aig.com). [joe.carr@aig.com](mailto:joe.carr@aig.com).

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#### **How has ProgramConnect grown during your tenure?**

David Blake: When I first joined AI Risk in 2004, ProgramConnect was just starting to gain traction. It allowed processing of 9 programs; today 23 programs are online. It's grown from processing less than \$1 million in premium in 2002 to \$85 million in 2006. We project that more than \$100 million in premium will be transacted through the system this year.

#### **How has ProgramConnect evolved over the years?**

David Blake: From day one, the primary objective of ProgramConnect has been to provide instant gratification by allowing brokers to obtain quotes online that they could immediately provide to clients and enabling them to bind risks online on a self-serve basis. This hasn't changed. The evolution has come with the migration of more and more programs on to the system and our ongoing investment in making the system itself more and more effective and efficient.

#### **What are some recent enhancements?**

David Blake: Most recently we've expanded the product set on AI Risk ProgramConnect to include AI Risk ProgramComplete<sup>SM</sup>, our new suite of general property and inland marine insurance underwritten by Lexington Insurance Company expressly for middle market businesses.

In addition, we are always listening to our customers and tweaking the system and its functionality to make it faster and easier. For example, based on broker feedback we recently improved the system's search capabilities and streamlined rather dramatically many of the online applications. In some cases brokers now answer about 30 percent fewer questions before receiving their quote.

#### **What's next?**

David Blake: It's a process of continuous improvement. We welcome any suggestions of ways we can make the system work better for our brokers. One of the newest enhancements in the pipeline will simplify renewal processing. We also hope to add some 12 new programs to the system in the next 12 to 18 months. Stay tuned.

#### **How many brokers currently use the system?**

David Blake: Approximately 2800 brokerage firms are signed on, with some 7,500 individual system users. Once a firm tries ProgramConnect, it tends to use it over and over again regularly.

#### **How can one access the system?**

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David Blake: The system is accessible via [www.programconnect.com](http://www.programconnect.com). ***If a firm is not yet registered and would like access, a representative should simply contact the local Middle Market Program Manager who can get them signed on immediately.***

***What else is AI Risk doing technology-wise?***

David Blake: We're constantly looking to invest in technologies that give our internal operations optimal efficiency and enable us to serve clients better. AI Risk is extremely fast paced, and we are dedicated to using technology to maximum advantage to keep our operations – and our brokers – moving full speed ahead.

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