



## WHO WE ARE

### A Global Leader in Aviation Insurance

For over nine decades, we've been a leading provider of insurance to the aviation and aerospace industries. We've been there, time after time, to support the innovations that have pushed aviation to the next chapter.

Who are we, exactly?

Our organizational structure allows us to deliver the best aviation insurance coverage available.

### United States Aircraft Insurance Group (USAIG)

USAIG is neither a single insurance company nor a corporation. It's a pool of member firms, all highly rated property and casualty insurance and reinsurance companies. We're proud to say that our members all carry A.M. Best ratings ranging from A to A+++. The USAIG pool arrangement has worked for the aviation industry since 1928.

### United States Aviation Underwriters (USAU)

USAU manages the insurance pool and underwrites on behalf of the member companies within the USAIG pool. Its duties include account selection, specifying rates and coverages, issuing the policies and handling claims on USAIG's coverages. In addition to our headquarters in New York City's financial district, we maintain a nationwide network of underwriting and field claims offices. Each office serves the needs of policyholders and local or specialized aviation insurance professionals within its territory, ensuring that help is nearby when you need it. USAU is a subsidiary of General Re Corporation, a Berkshire Hathaway company.

### Canadian Aircraft Insurance Group/Canadian Aviation Insurance Managers (CAIG/CAIM)

Similar to USAIG in structure, the Canadian Aircraft Insurance Group serves individuals and companies located in Canada. CAIG, founded in 1937, is managed by Canadian Aviation Insurance Managers, Ltd., a wholly-owned subsidiary of USAU. CAIM maintains an office in Toronto to serve policyholders and insurance agents and brokers throughout the provinces and territories.

## Our Mission: Prompt, Dependable, Expert Service

USAIG's founders used their aviation savvy and expertise to design a unique insurance structure that would withstand the catastrophic challenges facing the aviation insurance industry at the time. We've been maintaining and building on that solid foundation ever since.

Our mission today: "To remain the best aviation underwriting organization in the world. This means continuously improving our products, services and capabilities to meet the needs of our customers worldwide, and to respond to the challenges of a dynamic business environment. We are dedicated to creating a compelling value exchange for our customers between our products and services and adequate compensation for the risks we assume. These activities shall be marked by integrity and professionalism."

Our customer-focused staff strives to maintain continuous communication with policyholders and local or specialized aviation insurance professionals while providing underwriting, claims services and safety programs second to none. USAIG has an industry-leading network of underwriting and field claims offices, ensuring prompt, personal service from people who know their professions well.

## Underwriting to Ensure Stability

As underwriters, our primary objective is to provide a stable, reliable aviation insurance market. We accomplish this by insuring individuals and organizations whose safety standards and loss histories meet our underwriting requirements while charging the lowest possible premiums sufficient to support expected losses.

## Hands-On Claims Management

We stress hands-on claims management to ensure prompt, accurate, reliable service. Our expert team of attorneys, claims representatives and support staff is the largest and most experienced in the aviation insurance industry. We work together closely to respond quickly to claims. Whether it's a minor incident or a catastrophic accident, we treat you with respect, courtesy and compassion. Our goal is to settle all claims promptly and equitably, while maintaining a keen awareness of the larger picture, including your potential liability, public image and other considerations.