



TO: PROGRAM ADMINISTRATORS FOR THE AIG PROGRAMS DIVISION

It has been nearly four months since AIG's Program Division and York Claims Service, Inc. joined together to enhance the claims service on your program. Customization, flexibility and value were just three of the reasons York was selected. Our primary objectives were to control your loss ratio and enhance the relationships between you as Program Administrator, AIG, and our mutual clients.

Since October 1, 2001, York has met with all of AIG's Program Underwriters and nearly every PA. During these sessions, valuable insights were gained regarding the unique needs of each program. Special Account Instructions have been developed to guide York's adjusters as they handle claims on your program. In October, York also established a central Client Services Center (CSC), with the sole purpose of supporting the AIG Program Division and you. York's CSC specializes in centralized claims reporting, coverage-warehousing, data transfer and help desk response. We welcome your toll free calls at (877) YCS-CALL.

On Friday January 18th, York's management purchased a controlling interest in the company. This change dramatically increases York's independence and ability to serve your needs. York will continue to use LMS, CSO, IntelliRisk and other AIG systems that you depend on, and there will be no change in how data is managed and reported.

AIG and York are committed to providing you with unsurpassed claims expertise, customer service, and results you can count on. Thanks for your business, and we wish you a joyous and prosperous New Year.

David

David A. Jordan
Senior Vice President-Lexington Insurance
Division Executive-AIG Programs Division

Tom

Thomas C. MacArthur
Chairman, President & CEO
York Claims Service, Inc.
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