

**PROGRAM DIVISION
BULLETIN**

2004-12

February 25, 2004

**Important Information Regarding
Dun & Bradstreet Numbers and the Creation of Shells**

AIG utilizes Dun & Bradstreet (D&B) numbers as a tool in tracking and analyzing much of the business it writes. Because of the extensive use of these numbers, business can be tracked against the insurance industry globally, and much can be learned about the types of risks we insure. As our valued Program Administrators, you have control over many of the tools used to service our policyholders; to address all possible circumstances, *e-Start* has the ability for you to create "shells", which are temporary D&B numbers. These shells must ultimately be resolved or validated, and AIG strongly discourages invalid shells. Excessive misuse of shell creation can result in suspension of a program administrators' underwriting authority. Additionally, all Program Administrators should make sure each unique user in their office has their own "accessaig.com" ID and password. New requests or requests for changes should be forwarded to Cathy Churchill at cathleen.churchill@aig.com.

In an effort to clearly define and clarify the handling of shells, we are distributing this bulletin and urge you to share this with any of your staff as applicable. The attachment included with this distribution is intended to provide a concise overview of procedures and troubleshooting.

We hope you will find this information valuable and hope it will help us reduce the occurrence of invalid shells. Accurate record-keeping will ensure accurate data and will help us all provide the best possible service to our policyholders.

We appreciate your cooperation. If you have any questions regarding this notice, please contact your Program Manager.



"D&B
Guidelines-Shells.j

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