

We Want to Hear from You

Policyholders and insurance brokers/agents who want to learn more about the AIG Programs Vehicle Monitoring Service can contact **Jodda Perry** at FleetSafe (**Toll-Free Tel 800-800-8096**). You can also contact the **AIG Programs Loss Control Manager** (**Tel 617-330-8559**). Policyholders should have their AIG policy number and effective date ready when they call.

Vehicle Monitoring Service Can Help Reduce Auto Loss Frequency Among Car, Truck and Bus Fleets

AIG Programs is pleased to make available – at no cost to our policyholders – a vehicle monitoring service designed to reduce vehicle loss frequency in businesses with car, truck or bus fleets. This innovative service is being offered for a limited time to select AIG Programs commercial auto policyholders.

Working with a Leader

AIG Programs has contracted with FleetSafe Corporation to provide the vehicle monitoring service to our policyholders. FleetSafe is regarded by many as the premier “1-800-How’s My Driving?” safety response service in the industry. The company has a solid reputation for providing superior customer service, quick response to unique needs and quality management reports. It also has a proven track record for helping to reduce the frequency of fleet vehicle accidents among those companies that utilize its services.

Auto Accidents Are Costly

Automotive accidents cost businesses time and money. In many instances, the costs to a business may greatly exceed the dollar amount of the insurance settlement. If a driver is injured, the cost to a business becomes even more substantial.

For businesses with car, truck or bus fleets, there are many hidden costs associated with an accident. These can include: an insurance deductible; the administrative cost of claims handling (i.e., accident reports, follow-up statements and document preparation); driver downtime; vehicle downtime; and, most important, a reduced ability to service and satisfy customers.

The best defense against fleet vehicle accidents and their associated expenses is to take steps to prevent accidents from occurring in the first place. That’s where FleetSafe comes in. Companies that register with FleetSafe are

agreeing to make the public a member of their safety teams. Research has shown that this type of vehicle monitoring approach can reduce automobile accident frequency by identifying problem drivers.

A Great Opportunity

AIG Programs believes in the vehicle monitoring concept so much that we are willing to provide it to our policyholders on a complimentary basis for a limited time. All we ask in return is that policyholders utilizing the service respond to FleetSafe on 95% or more of incident reports received from them.

Policyholders that sign up for the vehicle monitoring service will be asked to place a “How’s My Driving?” decal on the back of all vehicles in their fleet. Then, when unsafe driving habits are witnessed by a member of the general public, the incident can be reported via the 800 number displayed on the decal.

FleetSafe will conduct an interview with the motorist and complete an incident report over the telephone that will be immediately sent to the policyholder. We ask that policyholders let FleetSafe know what action was taken on each incident report so they can input the information in their database and provide management summaries and driver coaching advice specific to the call.

Whom to Contact for More Information

For more information or to register for the AIG Programs Vehicle Monitoring Service, contact one of the following: Jodda Perry at FleetSafe (**Toll-Free Tel 800-800-8096**); AIG Programs Loss Control Manager (**Tel 617-330-8559**); or policyholder’s insurance broker/agent. Policyholders should have their AIG policy number and effective date ready when they call.

Inside This Issue

AIG Programs introduces a premier Vehicle Monitoring Service that can help reduce vehicle loss frequency among businesses that have car, truck or bus fleets. *Details inside...*

AIG Programs manages products and services offered through member companies of American International Group, Inc. (AIG), the leading U.S.-based international insurance organization. AIG Programs draws on AIG's unparalleled financial strength to provide the most dependable commercial and industrial insurance coverages and services available. AIG Programs is committed to providing quality risk management and consulting products. *AIG Programs Business Solutions* is a publication provided as a service to AIG Programs insureds and their insurance brokers/agents.



The information and suggestions contained in this document have been developed from sources believed to be reliable. However, the accuracy and correctness of such materials and information has not been verified. We make no warranties either express or implied nor accept any legal responsibility for the correctness or completeness of this material or its application to specific regulations. This information should not be construed as business, risk management, or legal advice or legal opinion.

AIG Programs encourages you to photocopy the form below and distribute it to your drivers. Or create your own custom form for distribution that includes your company's policy number, insurance broker/agent name and telephone number, etc.

If You Have an Accident...

Report it to your local AIG claims office as soon as possible and have the following information available:

COMPANY NAME

VEHICLE MAKE, MODEL, YEAR AND SERIAL NUMBER

INSURANCE COMPANY IDENTIFICATION CARD AND POLICY NUMBER

DRIVER'S LICENSE NUMBER

UNIT NUMBER

YOUR INSURANCE BROKER OR AGENT NAME

IDENTIFICATION OF ALL OTHER PARTIES INVOLVED, INCLUDING WITNESSES

EXTENT OF VEHICLE DAMAGE