

Chartis
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Dear Policyholder

As a valued customer of AIG Australia we are pleased to introduce you to our new brand - CHARTIS - which officially rolled out across Australasia on 30 November.

Chartis is the Greek word for map. It represents our history of charting a course through the complex and ever-changing landscape of risk, helping you take advantage of new opportunities through innovative commercial and personal insurance solutions.

The launch of the Chartis brand is just one of several measured and significant steps we are taking to ensure a strong future for the overall long term benefit of policyholders, business partners and employees.

Under our new brand we aim to build upon the legacy of operational excellence that we have built over more than 50 years in the Australian market. In addition to giving us our own identity, the new brand reinforces our commitment to our policyholders and signifies our autonomy, with the ongoing protection provided by our financial strength.

From today, all correspondence from AIG Australia will be branded Chartis. However, while our trading name is changing to Chartis, the insurer for your policy remains American Home Assurance Company (Australia Branch). Therefore please be reassured that the changes will not impact upon your coverage in any way.

Chartis is a world leading general insurance organisation serving more than 40 million clients in over 160 countries and jurisdictions. With a 90 year history, one of the industry's most extensive ranges of products and services, deep claims expertise and excellent financial strength, we can help you to manage virtually any risk with confidence. For more information about Chartis and the products and services we offer you can visit our new website www.chartisinsurance.com.au

Today is a significant step in our company's history and marks a starting point for our future. It is a demonstration that locally and globally Chartis is very much focussed on the future.

I sincerely thank you for your loyalty and look forward to continuing to protect what is important to you.

Yours sincerely

A handwritten signature in black ink, appearing to read "Chris Townsend".

Chris Townsend
Chief Executive Officer
Chartis