

TATA-AIG GENERAL INSURANCE COMPANY



WITH YOU ALWAYS

A STRONG BRAND

TATA & AIG ARE GLOBAL
POWERHOUSES WITH PRESENCE
ACROSS THE WORLD



THINK LOCAL, GO GLOBAL

CAPABILITY TO WRITE MULTINATIONAL
PROGRAMS WITH DUE CONSIDERATION FOR
LAWS AND REGULATIONS IN VARIOUS MARKETS
ACROSS THE GLOBE.



Vision: To be India's Most Preferred GI Company

Top 3
by FY 2018

Combined Ratio
< 100%

Sustainable Profitable
Growth



Customer
First



Integrity



People

Our Values



Empathy



Passion



Performance

SPEED || AGILITY || EMPOWER || COMMUNICATE || COLLABORATE || ENGAGE

Company Profile



Tata-AIG General Insurance Company Limited is joint venture between Tata Group & American Insurance Group (AIG).

Tata-AIG General Insurance Company Limited celebrated 16 years of service this year (2017) since it commenced operations on January 22, 2001.

Over 150 locations across the country, the penetration in India is phenomenal.

Commercial Lines Market Standing

- **Highest market GDP growth rate in commercial lines at 16% vs 11% industry average**
- **2nd highest in GDP accretion with growth of 79%**
- **2nd largest Commercial Lines Insurer amongst private insurers**
- **2nd largest Liability insurer in the Industry and largest amongst private sector insurers**
- **2nd largest Marine Cargo insurer amongst private insurers**

Tata AIG Delta Services: VALUE BEYOND INDEMNITY



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For our Customers, a service that

- Is based on Customers' perception of "value"
- Strengthens risk management for Customers

- **Stock Throughput Policy**
- **Sales Turnover Policy**
- **MARINE CARGO with FULL OUT-TURN GUARANTEE**
- **Online 24x 7 E-marine certificate issuance system**
- **Marine Loss Control Engineering Service**

Claims Management

- **Dedicated Commercial Lines Claims team of 60 professionals**
- **Empowered to take decisions**
- **Express Claims Unit for claims below Rs. 50K**
- **Worldwide claim servicing network**
 - ✓ Survey
 - ✓ Loss control Specialist
- **Specialization in NAT CAT claims handling**
- **Customized SLA for major clients**
- **Special Workshops to orient external surveyors**

Marine Cargo	Reported	Settled	
	Count	Count	Amount
FY1314	16,119	16,475	1,24,55,86,810.14
FY1415	37,989	34,440	1,63,35,85,769.7
FY1516	92,854	77,167	2,15,65,19,249.02

Marine Claims

- **Track Record:** First in the industry to arrange for Blanket G A Guarantee for 'CCNI Arauco' through AIG along with the additional LOF Salvage Security and German Salvage Security.



MLCE: Your partner in risk management



- **Global network with seventeen “in-house” managers.**
- **Multi-lingual & multi cultural.**
- **Seasoned professional with aggregate 25 years in the industry , most with sea-going professionals and Master Mariners.**
- **Complimentary expertise as former cargo surveyors, port captains and claims specialists.**
- **High industry profile.**
- **“Centres of Excellence” with focused expertise in various disciplines including logistics, cargo security, project cargo, hull & machinery, etc.**
- **Pro-Active / Simple / Reasonable / Cost-Effective approach to minimize Cargo Transportation Risk.**

MLCE: approach to Loss Control



Analysis

- Kick-off-meeting
- Claims history analysis
- Review of logistics chain and cargo risk

Development of a program

- Selected locations are visited
- Define solutions and Recommendations

Program Implementation

- Implement recommendations
- Evaluate effectiveness
- Conduct regular claims reviews
- Revise recommendations as necessary

Review

- Continue or revise program as necessary

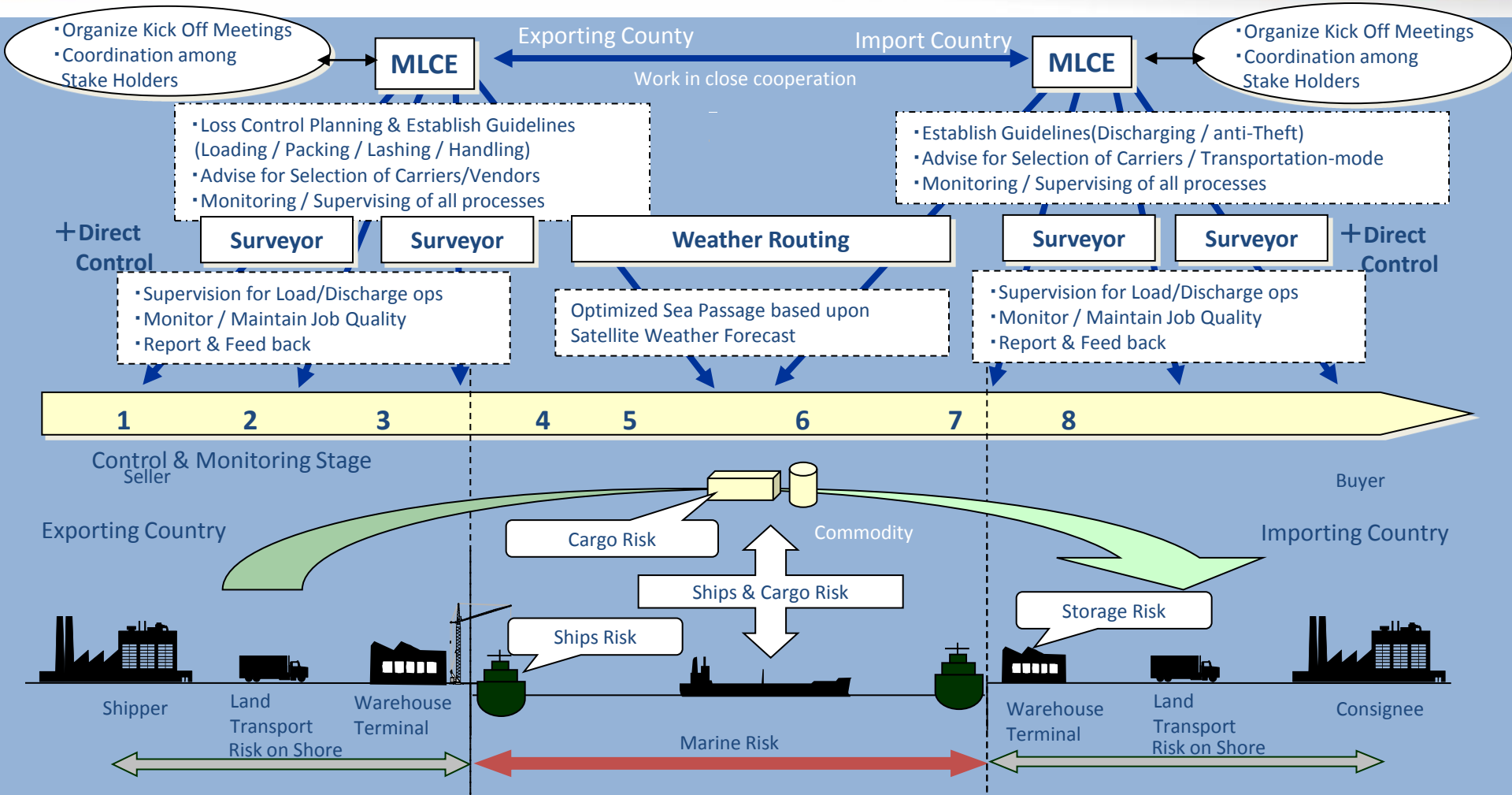
Months 1 - 2

Months 3 - 5

Months 6 - 11

Month 12

MLCE: Reach



MLCE: A Monthly Newsletter

Marine Newslink

Volume 5 Issue 2

NEWS
India extends 4.5% service tax on freight for CFR import cargoes

PHOTO(S) OF THE MONTH
Overloaded Trucks

LEARN MORE
How to stop cargo theft from stealing your profits

BACK TO BASICS
Question of the month

FEATURE ARTICLE:
PEANUTS

Marine Newslink | Issue 2

Marine Newslink

Volume 5 Issue 3

NEWS
Tianjin explosion

PHOTO(S) OF THE MONTH
Building damaged in Tianjin blast

BACK TO BASICS
Question of the month

Feature
KNOW YOUR CARGO
SUGAR

Marine Newslink | Issue 3

BACK TO BASICS

QUESTION OF THE MONTH

Q An exporter in India had an open policy covering exports – both FOB and CIF. FOB shipments were extended with "Seller's Interest" Clause extension till port of discharge. A particular consignment which was under LC (letter of credit) was on FOB terms. The B/L was a clean one. When the goods were on high seas the ship sunk and cargo was totally lost. The buyer abroad forgot to insure this cargo. Will the insured Indian get claim under "Seller's Interest" Clause?

LAST MONTH'S QUESTION & ANSWER

QUESTION

Q "Are forwarding charges arising out of insolvency or financial default of owners, managers, charterers or operators of the vessels; payable or not under 1982 & 2009 clauses?"

ANSWER

A It is not payable under 1982 clauses because of below exclusions:
4.6 loss damage or expense arising from insolvency or financial default of the owners, managers, charterers or operators of the vessel.

Please read this in conjunction with clause No. 12 of Institute Cargo Clause, which reads as follows:
12. Where, as a result of the operation of a risk covered by this insurance, the insured transit is terminated at a port or place other than that to which the subject-matter is covered under this insurance, the Underwriters will reimburse the Assured for any extra charges properly and reasonably incurred in unloading, storing and forwarding the subject matter to the destination to which it is insured hereunder.

This Clause 12, which does not apply to general average or salvage charges shall be subjected to the exclusions contained in Clauses 4, 5, 6 and 7 above, and shall not include charges arising from the fault negligence insolvency or financial default of the Assured or their servants.

However payable under 2009 clauses subject to the terms mentioned therein, which is reproduced below:
4.6 loss damage or expense caused by insolvency or financial default of the owners, managers, charterers or operators of the vessel where, at the time of loading of the subject-matter insured on board the vessel, the Assured are aware, or in the ordinary course of business should be aware, that such insolvency or financial default could prevent the normal prosecution of the voyage.

This exclusion shall not apply where the contract of insurance has been assigned to the party claiming hereunder who has bought or agreed to buy the subject-matter insured in good faith under a binding contract.

CORRECT ANSWERS SENT BY:

- ✓ Ms. Vidhi Mehta - Aditya Birla Insurance Brokers Ltd., Kolkata
- ✓ Mr. Rohan Dinesh Lodaya - Insurance World, Vadodara
- ✓ Mr. Alok Mukherjee - Edelweiss Insurance Brokers Ltd., Kolkata

Marine Newslink | Issue 2

Contacts

MARINE INSURANCE DEPARTMENT

- Mr. Balachandran Shioram - balachandran.shioram@tataaig.com
- Mr. Amit Umrawala - amit.umrawala@tataaig.com
- Ms. Mrigna Verma - mrigna.verma@tataaig.com
- Mr. Uttamkumar Jha - uttam.jha@tataaig.com

MARINE LOSS CONTROL DEPARTMENT

- Capt. Vijay Pal Singh - vijaypal.singh@tataaig.com





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