

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

**REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS
INSURANCE SECTOR**

AIG Australia

AIG06QW: For home and contents claims in general over the last 5 years, please provide:

- (a) the average length of time between registering a claim and payout;
- (b) the most common length of time between registering a claim and payout;
and
- (c) the average percentage, across all claim pay outs, of the value of these pay outs as a percentage of the insured value of the policy.

- Answer:**
- (a) The average length of time was 85 days.
 - (b) The most common length of time was one day.
 - (c) The average percentage was 4%.

The answers above are based on claims that have been paid out and closed and with individual home claims and contents claims counted separately.

The average percentage in answer (c) reflects AIG Australia's home and contents insurance business over the last 5 years, which has predominantly insured prestige homes with much higher insured values.