



2024 Public Accountability Statement





CONTENTS

- 03 | ABOUT US
- 04 | INVESTING IN OUR PEOPLE
- 05 | DIVERSITY
- 06 | AIG CANADA EMPLOYEE
RESOURCE GROUPS
- 08 | SPONSORSHIP WITH A
PURPOSE
- 09 | SOCIAL RESPONSIBILITY
- 10 | HIGHLIGHTS OF OUR EFFORTS
- 12 | CORPORATE GOVERNANCE
AND COMPLIANCE
- 13 | ECONOMIC CONTRIBUTION
- 14 | CONTACT INFORMATION

ABOUT US

AIG CANADA

AIG Canada has provided insurance solutions for almost 60 years and is federally licensed to operate in all provinces and territories in Canada. With a staff complement of approximately 375 members, AIG Canada is one of the country’s leading property and casualty insurance companies, providing a wide range of insurance products to the marketplace through a network of independent brokers.

AIG CANADA ENJOYS STRONG RATINGS FROM THE PRINCIPAL RATING AGENCIES

S&P: A+ AND A.M. BEST: A



IN 2024, AIG CANADA REPORTED INSURANCE REVENUE OF:

\$1.64 BILLION



ASSETS OF:

\$4.18 BILLION

POLICYHOLDER SURPLUS OF:

\$870 MILLION

AIG CANADA SERVED OVER:

21,550 POLICY-HOLDERS



HANDLED APPROXIMATELY:

10,700 CLAIMS

AND IN 2024, INCURRED INSURANCE SERVICE EXPENSES OF:

\$902 MILLION



AIG Canada is a member of American International Group, Inc. (“AIG”), a global insurance solutions provider. As a leader in insurance solutions, AIG strives to help the world overcome some of the biggest challenges it has ever faced. AIG is also committed to doing the right thing for our people and the communities where we work and live. It’s why we seek to offer what matters to our ever-diversifying team - like flexible and creative work environments, professional growth opportunities and forums to advocate for one another and incite change. We encourage employees to give back to the causes they care most about, supporting these efforts through our Volunteer Time Off and Matching Grants Programs.

TOP 100 EMPLOYER AWARDS



INVESTING IN OUR PEOPLE

AIG Canada has spent almost 60 years building and cultivating a talented and diverse workforce. To retain and attract talent, the company continually seeks improvements to its work culture and benefit programs to allow employees to thrive, contribute and grow.

As of December 31, 2024, the company employed 374.

Province	Full-Time	Part-time	Total
Ontario	287	0	287
Quebec	66	0	66
British Columbia	21	0	21

TOTAL REWARDS

At AIG, we strive for an inclusive workplace, and part of that is providing transparency into the total rewards employees receive. At AIG, our total rewards package is designed to support the diverse needs of our employees and goes beyond just competitive pay. We believe in providing a holistic approach that includes comprehensive health and wellness benefits, retirement savings plans, generous paid time off, and professional development opportunities fostering career growth and skill enhancement.

PERSONAL AND PROFESSIONAL GROWTH

AIG Canada believes in investing in its employees' professional development. Employees who feel empowered to pursue their professional goals is at the core of the company's learning and development programs. We offer several programs designed to shape the future leaders of AIG. These initiatives are aimed at increasing diversity while enhancing professional skills and industry knowledge. They provide mentoring, networking opportunities, and training on skills such as executive presence.

DIVERSITY

AIG Canada is committed to providing a truly inclusive work environment that is reflective of the customers it serves. Diversity, Equity and Inclusion are vital to the mission and long-term success of AIG Canada. The company takes its commitment to building, developing and retaining a talented, diverse, and inclusive workforce seriously, while it values diverse ideas, thinking styles, backgrounds and skills.

Not only is AIG Canada committed to identifying and hiring outstanding talent, it is also committed to developing its employees. AIG Canada has implemented several diversity development programs and is continually growing its internal infrastructure for diversity and inclusion—to enhance employee engagement, mentoring, collaboration and networking. In general, the company’s goal is to broaden the types of opportunities and experiences available to employees at every level.



EMPLOYEE RESOURCE GROUPS

AIG Canada recognizes the value of encouraging groups of employees with common interests to formalize their professional relationships by launching employee resource groups (ERGs). ERG members are dedicated to fostering a diverse and inclusive work environment for all employees. Any employee may become a member of any ERG. Initiatives generally fall into one of four areas: career development and networking; cultural awareness and education; community volunteerism and sponsorship; and partnering with leaders to resolve business challenges.

OUR FOCUS

- Talent** → Attract, develop, and retain top talent
- Workplace** → Foster and advance a culture of inclusion
- Marketplace** → Enhance the AIG brand

AIG CANADA EMPLOYEE RESOURCE GROUPS

OUTNORTH

MISSION STATEMENT

Our mission is to promote a more inclusive work environment where AIG employees can continue to bring their full, open selves to work. OutNorth welcomes anyone who has a sexual orientation or gender identity, whether they identify as LGBTQ+ or an ally.

GOALS/OBJECTIVES

- Raise awareness of the experience and issues impacting employees who identify as LGBTQ+ or allies.
- Advocate for an inclusive and positive work environment for employees across the LGBTQ+ spectrum.
- Attract LGBTQ+ and allied talent.
- Collaborate and enhance relationships with other LGBTQ+ groups within AIG's business partners and the larger insurance community.

WORKING FAMILIES

MISSION STATEMENT

The purpose of the Working Families & Allies Employee Resource Group is to foster a supportive and productive work environment in which employees can openly share their experiences, to leverage AIG Canada's commitment to create a healthy work-life balance, and to promote an environment that facilitates career development for all working families.

GOALS/OBJECTIVES

- Promote a healthy work-life balance while encouraging a positive work environment for all families.
- Attract new members and retain existing members.
- Brand enhancement: bring awareness of and appreciation to the value that working families bring to AIG.
- Inclusion and diversity – recognize the challenges associated with family dynamics and embrace a culture of inclusion for all employees and their families.
- Business integration – facilitate forums and provide support to working families as they seek to achieve their professional and development goals.

WOMEN & ALLIES

MISSION STATEMENT

The mission of the Women & Allies Canada Employee Resource Group is to create and foster a community of professionals with a shared interest in the professional development of women and men in our organization, whilst taking into account the challenges women face in today's fast paced environments in business and everyday lives.

GOALS/OBJECTIVES

- Business Integration – Women & Allies will align with business development, broker/client engagement and business partners to develop growth initiatives and enhance relationship management.
- Career Development – Women & Allies will align with HR to focus on goal setting, professional development and career mapping/growth.
- Inclusion, Diversity and Engagement– Women & Allies plans to educate others and foster an “inclusive” work environment for their dimension of diversity.
- Community/Brand Enhancement – Women & Allies will align with Corporate Social Responsibility and focus on making a difference while representing both Women & Allies and the Company. Women & Allies will recruit volunteers and set up initiatives to help the community.

YOUNG PROFESSIONALS

MISSION STATEMENT

The mission of the AIG Young Professionals Employee Resource Group is to develop, unify, and empower young professionals through increased opportunities and resources to foster their personal and professional growth and allow greater collaboration across all lines and functions of AIG Canada.

GOALS/OBJECTIVES

The goal of the employee resource group is to provide its members with education and information about AIG; offer its members unique access to senior leadership; foster

YOUNG PROFESSIONALS (cont'd)

a culture of inquisitiveness and support; supply members with the tools that will help them build successful and meaningful careers at AIG; and provide members with outreach opportunities to increase AIG brand recognition in the Canadian market.

MULTICULTURAL

MISSION STATEMENT

Multicultural is a group of employees from different backgrounds (gender, age/generation and ethnicity), which aims to embrace and leverage differences. Through its programs and activities within an employee wellness framework, we continue to create a culture of inclusion and belonging to employees, contribute towards the corporate objectives in instilling respect, promoting visibility and creating opportunities to be involved in our local communities.

GOALS/OBJECTIVES

Awareness Education

- Educate employees on multiculturalism and promote a positive work environment.
- Drive company-wide change that addresses multiculturalism-related issues and challenges.

Business Integration

- Collaborate and build relationships with partners in the insurance industry by hosting events and providing support, feedback, and engagement.

Allyship & Community Enhancement

- Foster a diverse and inclusive environment where individuals feel valued and part of a community.
- Give back to local communities and uphold AIG values.
- Encourage colleagues to stand as allies with the ERG.

WOMEN HAVE A STRONG PRESENCE WITHIN AIG CANADA

Women represent 56% of the total headcount for AIG Canada and its management team is comprised of 49% women.

Women occupy the following executive positions at AIG Canada:

- General Counsel
- Human Resources Executive
- Chief Compliance Officer
- Senior Vice President, Head of Claims Canada
- Communications Director
- Regional Underwriting Executive, Commercial Property
- Head of Accident & Health, Canada
- Head of Distribution

Since 2009, AIG Canada has enjoyed female representation on our Board of Directors. In 2024, 43% of the Board member seats were occupied by women.



SPONSORSHIP WITH A PURPOSE



AIG Canada carefully selects its sponsor partners based on the organization's ability to improve the lives of Canadians and the insurance industry as a whole. Each relationship is carefully vetted to ensure alignment with the greater societal and business goals of AIG Canada.



WOMEN IN INSURANCE CANCER CRUSADE (WICC)

AIG Canada has established itself as an enduring National Sponsor of WICC. Through the sponsorship program, AIG Canada has helped WICC realize its mission to eradicate cancer through groundbreaking research. As a National Sponsor, funds donated through WICC bypass administration costs typically incurred by the Canadian Cancer Society. It is WICC's mandate that funds donated through their organization are 100% administration fee-free. Since the inception of WICC in 1996, with the help of the entire insurance industry and its supporters, over \$19,500,000 was raised in support of cancer research and education. In addition to financial support, AIG Canada employees participate in a number of WICC events across Canada.

RIMS CANADA CONFERENCE

As the premier risk management conference in Canada, AIG has established a long-term relationship with the RIMS Canada Conference as a significant sponsor. In addition to its financial support of the conference, AIG Canada regularly provides thought leadership content on issues important to the conference delegates on such topics as emerging risks. As the preeminent organization dedicated to educating, engaging and advocating for the Canadian risk community, RIMS Canada is a not-for-profit organization representing risk management professionals serving in a number of sectors including corporate, industrial, service, nonprofit, charitable and government entities.

CANADIAN ASSOCIATION OF BLACK INSURANCE PROFESSIONALS (CABIP)

CABIP is a member-based organization dedicated to bridging the opportunity gap for Black professionals within the Canadian insurance industry through advocacy, mentorship, education and networking opportunities. Their mission is to advocate for representation, inclusion and advancement of Black professionals within the Canadian insurance industry.

SOCIAL RESPONSIBILITY

OUR VISION

AIG Canada is committed to making a positive difference in the communities where we work, live, and serve our customers. We are focused on ensuring that our business operations are conducted in a responsible, sustainable, and respectful way.

Companies in today's global economy are not only accountable for the quality of their products and the profitability of their businesses, they also have an obligation to fulfill social and environmental commitments to their employees, customers, partners, and shareholders as well as to the communities in which they operate.

COMMUNITY DEVELOPMENT AND PHILANTHROPIC ACTIVITIES

AIG Canada respects its obligation to give back to our communities and supports charitable organizations across the country, whose goals are aligned with our strategic plans. A significant portion of our community giving is directed to health-related initiatives that hold the promise of improving lives. In 2024, AIG Canada's Corporate Social Responsibility Committee earmarked 15 per cent of its budget to marginalized communities.

Every year, AIG Canada employees actively show their passion and dedication toward community causes. Their collective efforts help build healthy and vibrant communities and demonstrate our commitment to social responsibility.

AIG Canada has a longstanding history of providing support to innovative organizations whose mandate is to engage and encourage people from all walks of life. AIG Canada corporate giving focuses on forming partnerships with and providing funding to innovative nonprofit organizations to address some of today's most pressing challenges.

Our corporate commitment is complemented by the individual and group efforts of our employees, who are acknowledged for their generosity towards causes they believe in. In 2024, AIG Canada's corporate donations for community causes totaled \$60,000.00.



MATCHING GRANTS

AIG's Matching Grants program is available to all full and part-time employees with at least one year of service and the spouse/partner of any eligible employee. AIG matches donations 2:1 of a minimum of \$25 USD to a maximum (or combined total) of \$5,000 USD to eligible nonprofit organizations. The program supports employees' generosity and makes the most of charitable contributions to organizations our staff are involved in and passionate about.

VOLUNTEER TIME OFF

AIG's Volunteer Time Off program aims to encourage employee participation with volunteer efforts – every employee is eligible to take two business days per year to participate in AIG Canada's community outreach efforts and initiatives in Canada. The Volunteer Time Off program is taking those efforts to new levels while continuing to expand our relationships with non-profit organizations.

HIGHLIGHTS OF OUR CHARITABLE ACTIVITIES AND DONATIONS:

JUNIOR ACHIEVEMENT

Since 2015, AIG Canada has supported Junior Achievement, the world's largest organization dedicated to educating students about workforce readiness, entrepreneurship and financial literacy through experiential, hands-on programs. As part of this relationship, employees from AIG's Toronto office taught "Dollars with Sense" to an audience of grade seven students. The curriculum, developed by Junior Achievement, students get the vital tools they need to make smart financial decisions, live debt-free and become savvy investors. Students learn personal money management skills that they can apply to their lives.

HABITAT FOR HUMANITY

AIG employees from its Toronto office donned hardhats and steel-toe boots in support of a Habitat for Humanity build project. In a city where affordable housing is challenging to find, AIG Canada also provided a financial donation to help cover construction costs. Team AIG Canada accomplished a great deal including building walls for a townhouse complex located in Caledon, Ontario.

TREE CANADA

AIG Canada established itself as a bronze sponsor for its contribution to the greening of Canada. Alongside its donation, 72 colleagues across all three offices in Toronto, Montreal and Vancouver planted approximately 400 trees. The purpose of the planting was to restore native species that are capable of thriving in their respective ecosystem. As a registered charity, Tree Canada has engaged communities, governments, corporations and individuals in the pursuit of a greener and healthier living environment for Canadians. Since their inception in 1992, Tree Canada has planted more than 82 million trees, helped restore places hit by natural disasters and brought together urban forestry experts greening cities all across Canada.

RONALD MCDONALD HOUSE CHARITIES

AIG Canada provided a financial donation in support of Ronald McDonald House Charities. The mission of Ronald McDonald house is to serve as a place to call home for families with seriously ill children undergoing treatment. RMHC Toronto encompasses a House for 81 families in downtown Toronto and seven Family Rooms in hospitals across the Greater Toronto Area and in Sudbury.

THE TORONTO HUMANE SOCIETY

AIG Canada colleagues volunteered at the Toronto Humane Society to help improve the lives of homeless animals in our community. Colleagues were able to interact with the animals and contribute their time to projects that enriched their lives. This volunteer opportunity included a donation from AIG Canada to help feed, shelter and supply veterinary care to animals in need. Following no kill principles, the THS aspires to be a best-in-class animal shelter – working in partnership with the community to find creative solutions and improve outcomes for all animals.

PRO BONO ONTARIO

Supported by a financial donation, four AIG Canada lawyers volunteered at the Pro Bono Ontario Legal Advice Hotline. Along with other volunteer lawyers at the offices of Cassels Brock & Blackwell LLP. They answered over 195 calls providing advice to Ontarians who can't afford legal services in the areas of Civil Procedure, Housing, Employment, Consumer and Corporate law.

JIM ABERNETHY CHALLENGE

To benefit the Leukemia & Lymphoma Society of Canada (LLSC), AIG Canada acted as a gold sponsor in tribute to a former insurance-industry colleague who lost his battle against lymphoma in 2019. The LLSC funds researchers across Canada who are looking to develop less toxic, more accurate and innovative treatments and therapies. The LLSC also developed and invests in countless patient support programs helping people

in treatment, caregivers and healthcare workers navigate the challenges associated with a cancer diagnosis.

FOOD BANKS CANADA

To help alleviate food insecurity, AIG Canada made a significant donation to support individuals and families across Canada. Food Banks Canada provides national leadership to relieve hunger today and prevent hunger tomorrow in collaboration with the food bank network in Canada. Food Banks Canada supports a network of Provincial Associations, affiliate food banks, and food agencies that work at the community level to relieve hunger. Their work is focused on maximizing collective impact, strengthening local capacity, and reducing the need for food banks.

THE FURNITURE BANK

In support of the circular economy, AIG Canada's employees participated in an onsite volunteering effort that saw the group rebuilding and repairing furniture items destined for families in need throughout the Greater Toronto Area. Along with this volunteer effort, AIG Canada made a donation to help support the Furniture Bank. Founded in 1998, Furniture Bank is a registered charity and social enterprise which redistributes gently used furniture and housewares from donors in the community to families and individuals experiencing furniture poverty. Revenues generated through their furniture removal service, which is run as a social enterprise, funds charitable activities. Their workshop trains participants in furniture repair, upholstery and woodworking and provides trade training, and sustainable careers in the refurbishing and reupholstering field.

SKETCH NOURISH

AIG partnered with Sketch Nourish to provide a donation and an opportunity for colleagues to participate in a Sketch Nourish creative workshop. Founded in 1996, Sketch Working Arts is a community arts organization that engages marginalized young people navigating poverty in the transformative power of the arts. They combine free arts programming with wraparound support so over 400 young people a year can meet their basic needs, build skills in the arts, and become leaders in their communities.

SICKKIDS FOUNDATION

SickKids Foundation believes that fighting for the health and wellbeing of children is one of the most powerful ways to improve society. In support of their vision, AIG Canada made a financial contribution to the Foundation. Their mission is to inspire communities to invest in health and scientific advances to improve the lives of children and their families in Canada and around the world.

TORONTO COUNCIL FIRE NATIVE CULTURAL CENTRE

To mark Truth and Reconciliation Day, AIG Canada made a financial contribution to the Toronto Council Fire Native Cultural Centre. The Toronto Council Fire Native Cultural Centre is an autonomous, vibrant cultural agency that serves the Indigenous community with confidence for and commitment to their well-being. The organization provides counseling, material assistance, and other direct services to First Nations people while encouraging and enhancing spiritual and personal growth.

CP24 CHUM CHRISTMAS WISH

AIG Canada has supported the CP24 CHUM Christmas Wish for over 40 years. Along with a corporate donation, employees purchased holiday gifts for needy children. The CP24 CHUM Christmas Wish program has become one of the largest distributors of toys to children in need in the Greater Toronto Area. The program also provides financial assistance to hundreds of agencies, ensuring that hundreds of thousands of children across the GTA enjoy a holiday experience.

CANUCKS PLACE CHILDREN'S HOSPICE

In support of pediatric palliative care, AIG Canada donated funds to Canucks Place Children's Hospice. Canuck Place Children's Hospice first opened its doors in November 1995, to become North America's first free-standing children's hospice. The Canuck Place responded to the need for a hospice created specifically for children. The facility offers a place of comfort and compassion where children could experience the simple joy of being a child, and families could cherish each moment together.

FONDATION DES JEUNES DE LA DPJ

In support of Montreal-based youth and children, AIG Canada made a charitable contribution to the Fondation des jeunes de la DPJ. The Foundation provides urgent human services to children and youth and promotes a positive environment as their guests' transition back to their families or in alternative housing. The organization offers children the opportunity to be children, including celebrations to mark significant events of their lives such as birthdays, Christmas, and proms.

WELCOME HALL MISSION

AIG Canada contributed to the efforts of the Welcome Hall Mission by making a financial donation. Established in 1892, Welcome Hall Mission is the largest doorway to help for Montrealers in need. Programs and resources are available to support people experiencing homelessness, families living in precarity, young and single mothers, at-risk youth and the elderly.

FONDATION SANTÉ URBAINE

AIG Canada made a financial contribution to the wellness of those living in the Centre-Sud of Montréal. Fondation Santé Urbaine mandate is to help improve the mental and physical health of those living in the community throughout their trajectory of care, from birth to end of life, through small acts of kindness, innovative projects, and the purchase of medical equipment. Fondation Santé Urbaine seeks to create solutions to urban health issues and respond to the urgent and priority needs of the Centre-Sud of Montréal population.



CORPORATE GOVERNANCE AND COMPLIANCE

AIG Canada is committed to the principle that good corporate governance and effective oversight enhances business performance and serves in the best interest of our customers. In addition, we believe that AIG Canada must demonstrate responsible and ethical business practices and adhere to our own stated principles.

CODE OF CONDUCT

Our Code of Conduct serves to reflect best practices and respond to the needs of our workforce. The core values and principles set forth in the Code of Conduct are a reflection of the talents and expertise, which distinguish AIG and are an integral component of the value proposition that we bring to our customers, employees and our communities.

AIG also encourages employees to communicate their concerns. The company prohibits retaliatory actions against anyone who, in good faith, reports suspected violations of laws, regulations or policies.

AIG employees have various ways to report ethical concerns anonymously (where permitted by law) to the Compliance Group, including a toll-free global hotline available 24 hours a day, seven days a week in multiple languages.

AIG COMPLIANCE HELP LINE

The AIG Compliance Help Line (877-244- 2210) is an anonymous reporting service that allows employees, customers, and third parties to freely voice their concerns – at any time to legal representatives on such topics as conflicts of interest, gifts and entertainment, securities laws, theft and fraud, intellectual property, environmental issues, health and safety violations, political contributions, workplace violence, data protection, and privacy. The help line is answered by an independent service provider that offers translators for more than 75 languages.

The AIG Compliance Help Line is also accessible at:
www.aigcompliancehelpline.com.



ECONOMIC CONTRIBUTION

(in thousands of Canadian dollars)

CANADA	INCOME TAXES	PREMIUM TAXES	TOTAL
Federal	36,542	NA	36,542
Alberta	2,431	17,352	19,783
British Columbia	6,058	9,191	15,249
Manitoba	1,013	1,755	2,768
New Brunswick	823	1,059	1,882
Newfoundland & Labrador	412	670	1,082
Nova Scotia	860	1,286	2,146
Ontario	10,522	16,108	26,630
Prince Edward Island	99	202	301
Quebec	4,520	6,637	11,157
Saskatchewan	772	1,881	2,653
Territories	72	276	348
Total Canada	64,124	56,417	120,541

*No capital taxes were due or paid in 2024.



CONTACT INFORMATION

VANCOUVER

666 Burrard Street, Suite 340
Vancouver, BC, V6C 2X8
Tel: 604-684-1514
Fax: 604-691-2939
Toll free: 1-800-663-0231

TORONTO

120 Bremner Blvd., Suite 2200
Toronto, ON, M5J 0A8
Tel: 416-596-3000
Fax: 416-596-3006
Toll free: 1-800-387-4481

MONTREAL

2000 McGill College Avenue, Suite 920
Montreal, P.Q., H3A 3H3
Tel: 514-842-0603
Fax: 514-987-5357
Toll free: 1-800-361-7211

AIG Insurance Company of Canada's
Public Accountability Statement is also
available to view and download from our
website at www.aig.ca.







American International Group, Inc. (AIG) is a leading global insurance organization. AIG provides insurance solutions that help businesses and individuals in more than 200 countries and jurisdictions protect their assets and manage risks through AIG operations, licenses and authorizations as well as network partners.

AIG is the marketing name for the worldwide operations of American International Group, Inc. AIG Insurance Company of Canada is the licensed underwriter of AIG commercial and personal insurance products in Canada. Coverage may not be available in all provinces and territories and is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. The AIG logo and AIG are trademarks of American International Group, Inc., used under license by AIG Insurance Company of Canada. Additional information about AIG Canada can be found at www.aig.ca.

© 2025 American International Group, Inc. All rights reserved.