

## Press Release



### **Chartis Group to Use Mobile Terminals for Damage Assessment** *Service Innovation Introduced First by AIU Insurance Company Japan*

**April 7, 2011** - Chartis Far East Holdings K.K. announced that in response to the earthquake and tsunami that struck Eastern Japan, it will provide support for the use of mobile terminals such as the iPad and iPhone<sup>1</sup> at its group insurance companies in Japan in order to facilitate insurance adjustments and to expedite claims payments.

The terminals will be introduced first at AIU Insurance Company beginning April 11. AIU will make a total of 100 terminals available in areas north of the Kanto region, focusing on providing quick damage assessments related to the recent disaster. AIU President and CEO Robert L. Noddin said, "The use of mobile terminals greatly simplifies the claims adjustment process and enhances efficiency, allowing for a shorter time frame for payment of insurance claims to the policyholder."

"The AIU claims staff continues to work around the clock to provide support to our customers. AIU has always maintained a reputation of providing excellent claims service, especially in times of catastrophic events like earthquakes and typhoons. We are hopeful that providing our employees with these new and innovative tools will allow our customers in the affected regions of Japan to rebuild their livelihoods as quickly as possible," Mr. Noddin continued.

The mobile terminals that will be used are the U.S. version of the iPad2, the latest model of Apple's<sup>2</sup> iPad, and iPhone. Chartis' U.S. office made an emergency procurement of iPad2s following the disaster, utilizing the new functionality enabling video communications. AIU, the first group company to receive the terminals, developed the adjustment system utilizing Smart Attack<sup>3</sup>, a cloud computing service provided by Going.com Inc.

Chartis Far East Holdings President and CEO Jose A. Hernandez commented, "I am extremely pleased that we are one of the first companies to adopt this new technology. These are trying times and we are making all resources available to our group companies to expedite the claims adjusting process and put money in the pockets of our customers when they need it most. We are working closely with our other group companies in Japan and look forward to making the platform available to them as soon as possible."

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<sup>1</sup> iPhone, iPad, and Multi-Touch are trademarks of Apple Inc. The iPhone trademark is used under license from Aiphone Co., Ltd.

<sup>2</sup> Apple, the Apple logo, and Mac OS are trademarks of Apple Inc. registered in the U.S. and other countries.

<sup>3</sup> Smart Attack is a trademark of Going.com Inc.

## **NOTES TO EDITORS**

### ***About Chartis***

Chartis is a world leading property-casualty and general insurance organization serving more than 45 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, Chartis enables its commercial and personal insurance clients alike to manage virtually any risk with confidence. In Japan, Chartis companies include AIU Insurance Company, American Home Assurance Company, Fuji Fire and Marine Insurance Co., Ltd., and JI Accident & Fire Insurance Co., Ltd.

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