



American European Insurance Group, Inc. Pay-by-Phone Option Now Available

At AE, it's all about making business more convenient for our brokers and insureds. On January 4, 2011, AE rolled out its new Pay-by-Phone option, allowing for electronic transfer of premium payments over the phone for both Rutgers Casualty Insurance Company and American European Insurance Company policy holders. It has been successful and customers are satisfied. In the next few months, AE will also launch a secure online payment option through our Company's website.

The payment method will be in the form of ACH transactions, meaning that funds will be routed directly from the caller's checking account to AE. The payments may be called into our NJ office 800-222-3058 or our NY offices 888-925-7100 between the hours of 8:30am-5:00pm Eastern Standard Time. This information is now posted on the home page of our website www.aeiginsurance.com.

Additionally, we expect our online payment option to be operational in early 2011. The online payment option will enable both insureds and agents to set up an account through our website. Insureds and agents will be able to see their past transaction history as well as their current balance due on individual insurance policies. AE has not yet arranged to accept credit card payments.

Kim Lorenzini, Marketing Manager, said, "We've been listening to our customers. We did this to make it easy to do business with AE. Pay-by-Phone will allow insureds to avoid cancellations as they run up against their payment deadlines. Our online option will provide agents or their insureds to select precisely which payments they are making or to aggregate several payments into one."

The online option will be hosted securely through an outside vendor, to avoid privacy complications and to satisfy regulatory requirements.

Please look for our Agency Newsletter later this week and future announcements regarding the online payment option.

American European Insurance Group, Inc. ("AEIG") has offices in Cherry Hill, NJ and New York, NY. We are a group of regional insurance companies, American European Insurance Company and Rutgers Casualty Insurance Company, and affiliates, Rutgers Enhanced Insurance Company and United International Insurance Company. Our group offers property and casualty products and services through a network of independent agents. We pride ourselves in meeting our insurance obligations to our agent partners and customers for more than 20 years.