



When environmental incidents happen, a professional, reliable and specialised response matters.

PIER Australia

Pollution Incident and
Environmental Response



PIER – AIG’s unmatched
Pollution Incident and
Environmental Response
network. Delivering reliable
and specialised support when
businesses need it most.

Incidents of

ANY SIZE

are supported by the service,
no matter how large or small

Dedicated hotline available

24h/365

SPECIALISED

response network across
Australia, including crisis
communication consultants

Access to

DISCOUNTED RATES

regardless of the outcome of the
claim

Available across

AUSTRALIA



Helping clients resume normal operations whilst minimising the costs associated with remediation and pollution liabilities, PIER can mobilise pollution response specialists to react to incidents of all sizes – from minor spills to major and catastrophic events.

PIER can dispatch local consultants and contractors to help businesses develop remediation plans, mitigate damage, manage the public impact of the incident and begin clean-up.

PIER is accessible to AIG Environmental policyholders and the network puts clients in direct contact with recommended responders. Our clients enter into a contract with the service providers, ensuring they remain in control of the response. If the pollution incident is not covered by the policy, businesses can still benefit from AIG’s discounted rates.

Powerful, Customised Response

PIER includes specialists in:

- ✓ Environmental spill response and clean-up
- ✓ Disaster recovery and restoration
- ✓ Environmental and ecological consulting
- ✓ Waste management & disposal
- ✓ Investigative services including cause and origin

Crisis Communication and Public Relations

PIER provides access to professional communication support which can help minimise reputational damage when sensitive incidents hit the headlines. Delivered by highly skilled and experienced professionals, this service is available on request, and must form part of your AIG Environmental Liability policy.

Specialised Claims Expertise

Every Environmental policy issued by AIG is backed by the industry’s largest and most experienced in-house Environmental Claims operation, with over 100 Claims professionals worldwide.



How to report a pollution incident to PIER

Call the PIER hotline on **1800 108 234**. The service is available 24 hours a day, seven days a week. Provide your contact information and a brief description of the incident.

AIG will contact you, discuss the details of your incident and recommend PIER'S most appropriate response team in your area – specific to your incident and needs.

In Australia, using PIER satisfies the criteria for a claims notification under your Environmental policy.

We will remain available to support you and adjust your claim.



1800 108 234

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This product brochure is intended as a guide to coverage benefits only. The precise scope and breadth of policy coverage is subject to the specific terms and conditions of the policy wording.

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These references with additional information about AIG have been provided as a convenience, and the information contained on such websites are not incorporated by reference into this product brochure.

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