



**Press Release**

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**AIG AND APEX COVANTAGE EXPAND GLOBAL ALLIANCE**

***Master Service Agreement Follows Successful Launch Of Identity Theft Insurance Product***

**HERNDON, VA—October 15, 2003**—American International Group (AIG), the world's largest international insurance and financial services organization, and its eBusiness Risk Solutions Division (AIGeBRS), announced today that it is expanding its global alliance with Apex CoVantage, a leading American provider of business outsourcing services. The expanded alliance is underpinned by a new Master Service Agreement that will guide all existing and future business arrangements between the companies. The Master Service Agreement follows the successful launch of AIG's Personal Identity and Internet Theft insurance product (PIIC) in March 2003. Apex CoVantage provides inbound customer sales and support services in connection with the PIIC product, and the new agreement positions both companies to collaborate around other insurance products in the near future.

"We enjoy a strong relationship with Apex CoVantage," noted John Eisele, Director of Customer Service at AIGeBRS. "Our alliance with Apex CoVantage allows us to provide superb service and support to customers of our fastest growing insurance product. We now look forward to growing that number, not only as we launch new insurance products, but also as we discover new and rewarding ways to work with each other."

"AIG is one of the most innovative and admired companies in the world," commented Margaret Boryczka, Chief Operating Officer of Apex CoVantage. "We are extremely pleased to sign a Master Service Agreement with AIG, not only as a contractual basis for working together, but as the centerpiece of a larger, bolder global alliance. Our expanded alliance will make it easier for both companies to work toward our common objective—providing world-class services to AIG customers, prospects and employees."

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**About AIG**

American International Group, Inc. ([www.aig.com](http://www.aig.com)) is the world's largest international insurance and financial services organization, the largest underwriter of commercial and industrial insurance in the United States, and among the top-ranked U.S. life insurers. Its member companies write a wide range of general insurance and life insurance products for commercial, institutional and individual customers through a variety of distribution channels in approximately 130 countries and jurisdictions throughout the world.

**About Apex CoVantage**

Apex CoVantage ([www.apexcovantage.com](http://www.apexcovantage.com)) is a leading provider of transaction management, contact center and engineering services to Fortune 1000 companies in the United States, Europe and the Pacific Rim. The company is headquartered in Herndon, VA, and is affiliated with Apex. Founded in 1988, Apex is an innovative and fast-growing provider of information asset and business process outsourcing services. The company's ePublishing business unit transforms archives, special collections, and other source materials into high value digital assets. The company's Engineering Services business unit provides product management and asset management services to industrial and manufacturing companies, as well as engineering consulting firms. A separate Apex

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