

Advancing International Programmes Together

International programme solutions
for property, casualty and D & O





We live in a world of change, where globalisation and digitalisation, as well as social, environmental and regulatory shifts, are transforming the way we do business.

Change brings new opportunities – and new and unexpected complexities, too. We want to be there to help you successfully navigate the global risks you face today, anticipate the challenges of tomorrow and find the best solutions to protect your business every step of the way.

Our international programme offering for property, casualty and D&O is built around your needs. We've consulted with brokers and customers to understand what really makes a difference when managing international exposures. In short, it comes down to being **responsive, reliable and results-focused**.

As markets around the world increase their regulatory requirements, understanding local nuances and offering **coordinated compliant solutions** to our customers is critical.

We've **transformed our capabilities** to become a global lead insurer you can rely on. We've developed brand new systems, digital platforms, processes and servicing capabilities that are purpose-built to meet your evolving needs and remain **in control** of the all-important data exchange between all parties.

We're **investing in our people** so they're well-equipped to handle the intricacies of international business, and importantly, so they understand the importance of going the extra mile to deliver exceptional service you'll appreciate.

You can already benefit from our **global presence** and our network partners, **world-class technology** and a **high level of personal service**, but this is just a first important step in our journey to build a new reality in the world of international programme.

Responsive: we care and are available to our customers and brokers and prioritise your needs. We reach out first and keep you informed. We handle things in a personal way.

Reliable: customers see us as a valued partner who understands their business, who is transparent about what we're able to do and by when, who delivers on what we promise and offers superior service.

Results-focused: to offer solutions that meet our customers' and brokers' needs. We strive to define our appetite, innovate, and share and apply our expertise and knowledge in ways that add value to your business.



Our network is getting stronger and broader year on year.

Swiss Re Corporate Solutions offices around the world can service the vast majority of customers with international exposures.

Our insurance partners in 130+ countries bring our overall network to 150+ countries.

We continue to grow our network and by the end of 2020, we will have 180 countries covered.

20+

Countries serviced by Swiss Re Corporate Solutions offices

150+

Countries covered

180+

Countries by the end of 2020

How do we select our network partners?

We are rigorous in how we select our partners, collaborating only with insurers who meet our three-key selection criteria:

1. Operational capability

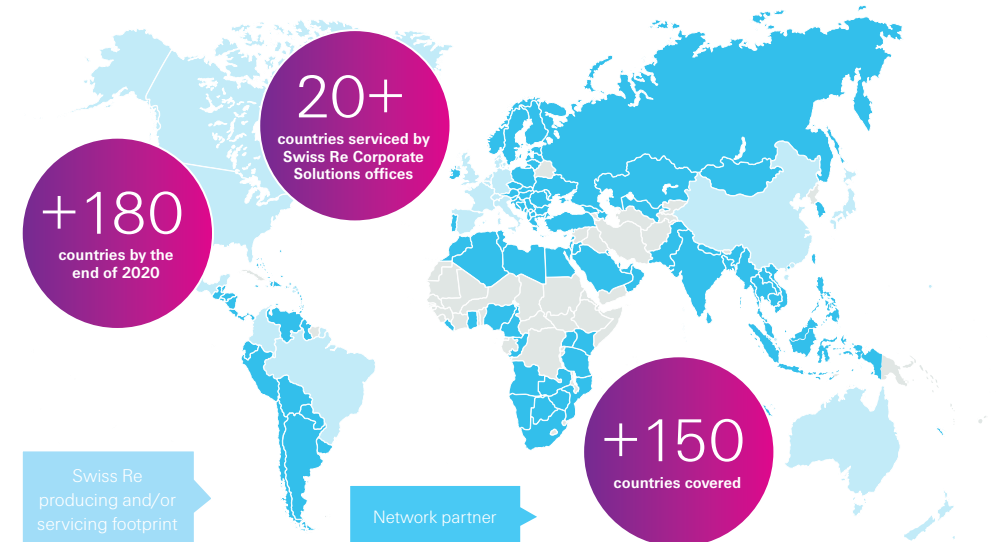
- Licensed and wordings in all relevant lines of business
- Dedicated incoming servicing team
- Experienced in dealing with international carriers
- Strong claims and reinsurance experience

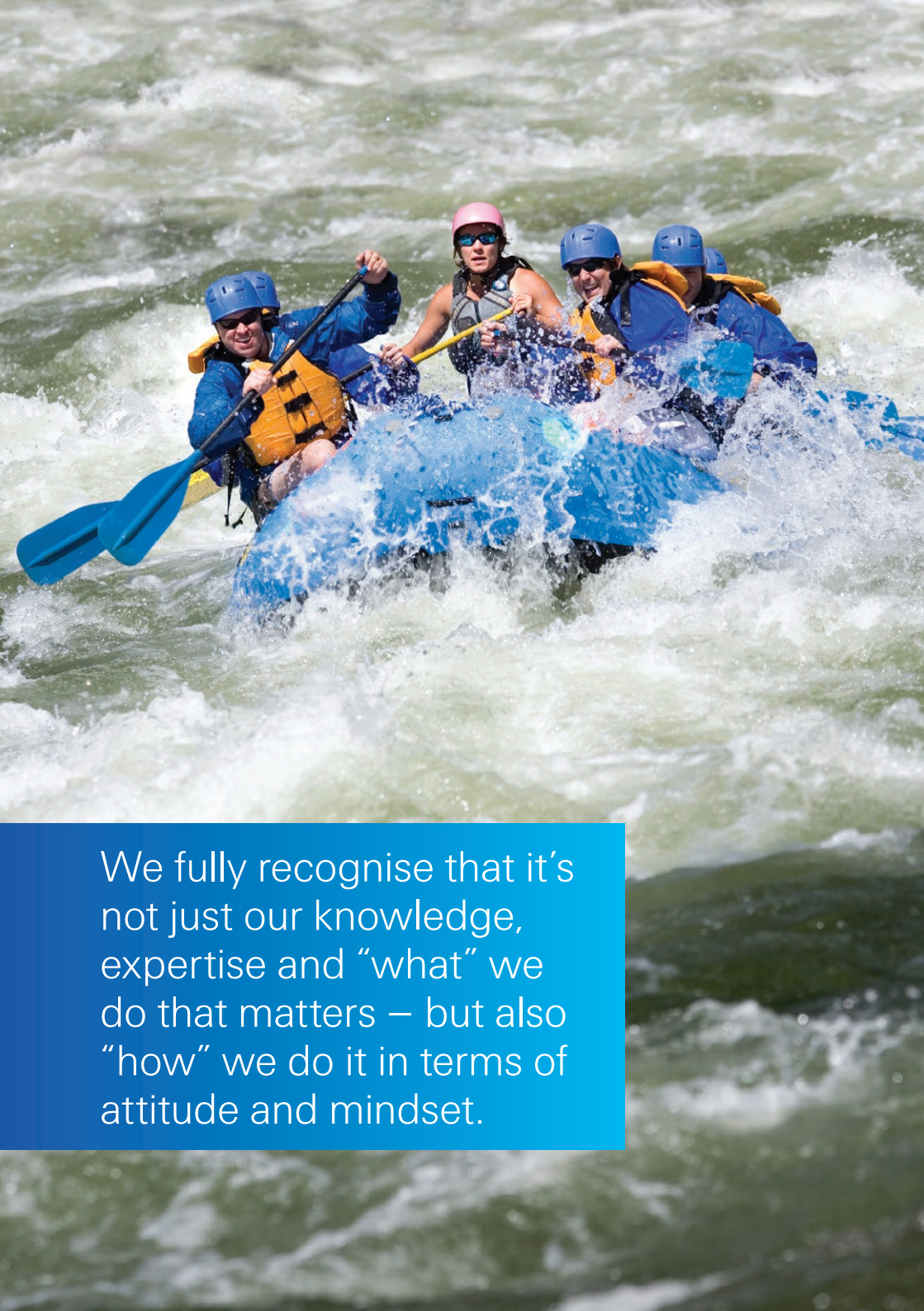
2. Local credibility

- With brokers and customers

3. Financial stability

- Highly rated by an independent agency (where applicable) and brokers in addition to our own financial due diligence





Our five pillars for service excellence

Developing our service culture is incredibly important to all of us at Swiss Re Corporate Solutions, and we believe you'll feel the positive difference when choosing us as your insurer.

We have listened to brokers and customers, and built our bespoke IT systems, business functions and processes from the ground up to deliver the service customers and brokers expect around the world.



International Programme Excellence

Providing expert advice directly to customers and brokers focused on compliance, coordination and control



Financial management

Controlling and reporting on premium and claims flows around the world



Global Network

Maximising territorial coverage through a robust, well-managed network of local offices, leveraging our longstanding partnerships around the world



Global Platforms. Simplifying Data, Work and Information Flow

Our lack of IT legacy is a key advantage and it allows us to build a specialised technology platform to manage complexity

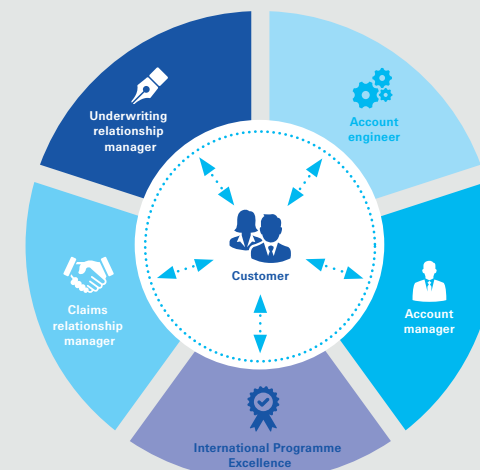


Highly Talented People and Superior Processes

Experienced people have designed superior processes and are committed to building a best in class proposition

WE PUT OUR CUSTOMERS AND BROKERS AT THE HEART OF EVERYTHING WE DO

We fully recognise that it's not just our knowledge, expertise and "what" we do that matters – but also "how" we do it in terms of attitude and mindset.



Global Platforms: Simplifying Data, Work and Information Flow.

At Swiss Re Corporate Solutions we're committed to leverage the opportunities of digitalisation to benefit you. Through the innovative application of technology we strive to provide a more customer centric product and a high level of personal service.

We're investing in a state-of-the-art technology platform to orchestrate all activities and data flows from a Risk Assessment, Programme Administration, Risk Engineering and Claims Management perspective. We're committed to building a connected platform, which can integrate into your systems, to provide a new level of seamless administration and insights.

Programme structuring

Our International Programme Administration (IPA) technology specifically supports international programme structuring. By fully integrating the tool into our underwriting systems, we can turn around quotes and policies quickly.

Knowledge management

Our fully integrated knowledge tool means compliance standards, tax and business rules can be incorporated directly into the underwriting and structuring process.

Programme transparency

Swiss Re Corporate Solutions PULSE, our customer portal, provides an online, real-time overview of your international programmes, including policy issuance, premium collection and claims. You can access and monitor natural hazard exposure for your risks worldwide on PULSE by using our integrated CatNet® tool.

Information exchange

Our network partner portal has a rule-based, guided workflow, allowing for easy and standardised exchange of information.



PULSE – Online risk management at your fingertips

PULSE is our online platform that allows brokers and customers to monitor and manage global insurance programmes from one secure place, 24/7.

PULSE

puts you in control and provides the insights needed to inform and drive business decision making. Customers can review their policy, submit loss notifications, monitor claims, track progress of a risk improvement with access to global natural hazard exposure and get real-time natural catastrophe event notifications through our award-winning integrated CatNet® tool. Keep your finger on the PULSE of your global programmes whenever and wherever it is needed.

PULSE provides a single, effortless and secure place to manage the following:



Programme & policy overview

- Monitor and manage your insurance programme
- Review policy issuance and premium payment status
- Download policies, invoices and other relevant documents



Claims services

- Submit and track loss notifications from any location instantly
- Download claims documents such as First Notice of Loss and settlement letters
- Analyse loss history



Risk engineering services

- Keep track of your risk exposures and improvement measures across the globe
- Download site visit and risk improvement reports
- Consult your Swiss Re risk engineer while implementing actions



Weather & natural catastrophe exposure

- Access and monitor natural hazard exposure for your risks worldwide using our CatNet® tool
- Create your own customised risk profile for flood, earthquake or other natural hazards
- Get real-time natural catastrophe event notifications



Knowledge & industry insights

- Access to industry information and research
- Contact your dedicated underwriting claims or risk engineering experts to enquire about any aspect of your programme

Customers get a broad state-of-the-art property coverage, faster service/response times, compliant solutions and straight-forward governance of their programmes.

ONE Form is a wording



- **Broad state-of-the-art** property coverage
- **All risks approach** (named perils structure if desired)
- **Flexible to meet customers'** coverage and limits needs
- **Globally consistent** whilst respecting local specifics

ONE Form is a framework



- **Highly flexible** coverage solution with a modular Master & Local policy concept
- **Congruence** between Master and Local policy facilitating tax & legal compliance around the globe
- **Increased** contract certainty: higher policy accuracy, faster issuance, reduction in unexpected claims from local policies due to unclear content

ONE Form is an IT solution



- **Highly automated** policy issuance of Master and Local policies and timely policy issuance around the globe
- **Optimised data** flow between systems, reducing error rates, increasing speed of policy issuance and allowing customers access to account specific flood exposure via our customer portal PULSE and its proprietary CatNet® module

In 2020 **ONE Form** is becoming available in 14 countries as a Master policy wording, in 20+ countries as a local policy wording and in 8 languages: English, French, German, Italian, Japanese, Mandarin, Portuguese and Spanish.

**Accessible. Responsive.
No surprises.**

A Claims Commitment
you can trust.

We know that how a claim is handled can be as important as the outcome itself. Our mission is to deliver exceptional claims service that gives you confidence and peace of mind and, quite frankly, makes you want to keep doing business with us.

We are addressing the particular needs of international programmes in a three-part approach:

1. Our tailored programme management approach includes:

- Establishing a global claims handling process that suits/meets the customer's needs
- Conducting a Claims Implementation Meeting – upload Claim Handling Agreement to PULSE
- Appointing a dedicated Claims Relationship Manager to oversee claim exposures across the international programme

2. Setting claim servicing expectations with our Network Partners:

- Service level agreements – familiarising network partners' claim teams with our Claims Commitment and aligning our approach as part of the due diligence and onboarding process
- Reporting on key KPIs like turnaround time on claims management activities which have been agreed with the network partner
- Audits on performance

3. We also offer individual services to customers on a requirement basis:

- Global loss adjusters on contract; agreed customer reporting thresholds
- Advance payments of up to 50% of our estimate
- This commitment is supported by our technology. Customers can also use PULSE, our portal, on their mobile device to submit and track loss notifications, download claims documents and analyse loss history. It's all part of ensuring our claims process is transparent and customer-focused



Combining expertise and pragmatism, our Risk Engineering Services team can work with you in new and innovative ways to identify and mitigate complex risks across the globe.

Each customer will have a dedicated **Account Engineer**, supported by a global team of risk engineers and experts, who is responsible for their international programme. The **Account Engineer** is available to attend regular risk engineering stewardship meetings to give insights and support, as well as signposting new developments and trends.

Our global team consists of experienced professionals, drawn from a variety of backgrounds, and industry verticals to give you the utmost confidence in the relevance and expertise that can be drawn from their insight and advice.

Our global reach, with offices around the world, allows us to understand both local, as well as global trends, and to apply proven and recognised worldwide loss prevention standards.

Contact us to discuss your international insurance programme needs

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Swiss Re Corporate Solutions provides risk transfer solutions to large and mid-sized corporations around the world. Its innovative, highly customised products and standard insurance covers help to make businesses more resilient, while its industry-leading claims service provides additional peace of mind. Swiss Re Corporate Solutions serves customers from offices worldwide and is backed by the financial strength of the Swiss Re Group. Visit corporatesolutions.swissre.com

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