

Zurich International
Programs




ZURICH®

Delivering risk
management
worldwide







At Zurich, we're proud of our ability to help protect businesses that operate internationally.

For nearly 40 years, we have built a global team and a powerful network of fronting partners that gives our customers consistent, excellent service, wherever they operate. With Zurich International Programs, the businesses our customers care about can be protected, worldwide.



Zurich helps you take care of your global business

Even in times of great economic change, there is one constant – globalization.

But the countries with the greatest growth potential often pose not only complicated business challenges, but also some of the biggest insurance challenges.

In this complex global business environment, how is it possible to 'manage risk worldwide' most effectively? The answer is a centrally managed international program, delivered by a company that cares about your business as much as you do. This way, your organization can anticipate and align with insurance needs and regulatory requirements in each country where you do business. It's an approach that can also bring savings, transparency and greater control of the risk management process.

Our customers know that Zurich works to understand the international businesses they have painstakingly built over the years, so we can protect them around the world. In particular, they value:

- **An experienced, multinational team.**
- **Coverage that matches their international footprint and needs.**
- **Tools that enable efficient program management and help achieve greater compliance.**

Whether your company spans the globe, operates in just a handful of countries, or has only one international exposure, a Zurich International Program can help ensure the business you care about is protected.

One program covers your international insurance needs

When you have operations in multiple countries, a central, integrated insurance program can offer significant value.





Central or local? When international companies buy insurance locally, compliance with local insurance laws, regulations and tax requirements is at stake, and valuable economies of scale may be missed. Many multinational companies take the centralized option.

Zurich International Programs offer a compelling set of benefits:



Coverages

Zurich gives you access to one of the broadest ranges of products and services in the industry, under one program for flexibility and convenience.



Compliance

As a pioneer in this arena, Zurich is tuned into the laws of various local jurisdictions. This means risk managers and the C-suite can have greater confidence the insurance program will not contravene local laws.



Control

Zurich's goal is to help you better control your international program which helps ensure greater consistency and continuity, can enhance service delivery, contributes to transparency, reduces volatility, and helps to avoid duplication or gaps in coverage.



Convenience

By organizing important coverages under one master program, Zurich facilitates easier management of the program, and provides our customers' captives with better opportunities to benefit from a diversified portfolio.



Cost

Zurich combines domestic and foreign exposures under a master program, to give you the ability to attain higher limits at lower cost.



A full service offering backed by trusted experience

With one of the world's largest networks and nearly 40 years of experience managing international programs, Zurich has earned the trust of our customers to take care of their global insurance needs.

The Zurich Difference

As a market leader, Zurich knows what it takes to build and manage successful international programs. We recognize that they are not off-the-shelf products but must be customized to reflect your risk portfolio and tolerance, and the needs of your entire organization. With years of experience as a leader in this field, we understand how to take care of your business.

Covering your needs

From structuring your program to managing claims, a Zurich International Program is a full-service offering that covers your insurance needs. It levels out differences in conditions and coverage, giving you a consistent standard of insurance protection and service worldwide.



We have the scale and capability to help you protect your business

1 A Dedicated Team

When you choose Zurich, we assign a dedicated global team to your program. Taking a 'whole account' approach, your team will provide hands-on service, understand your broad requirements and ensure you have a transparent view of your program at all times.

2 Global Network with Financial Strength

Whatever your international footprint, Zurich can cover it. We have one of the industry's largest networks, spanning over 200 countries and territories and including 8,000 claims professionals and 900 risk engineers.¹ Today, we manage 6,000 international programs, over 40,000 local policies, and 125,000 claims per year. And with very strong credit ratings, Zurich has a firm foundation of financial strength.²

3 Programs to Suit Any Size of Company

Our programs are not 'off the shelf'. Whether your company is mid-size or multinational, Zurich's scope and financial stability mean we can customize and align international programs to fit your business strategy. Every day, we tailor approaches for customers with complex needs, creating programs that play an active part in achieving their business objectives.

7 Experienced Teams Worldwide

We have approximately 2,000 people dedicated to international programs across countries, including a cross-border underwriting team. They are trained to understand the local laws, languages and cultures, and qualified to deliver the technical expertise and service excellence you expect from Zurich.

8 Loss Data And Risk Analysis

With My Zurich, our industry-leading loss data and risk analysis portal, you can view and manage coverage and risk more easily, helping to avoid duplication and identifying areas for action.

9 Rapid Policy Issuance

Zurich works hard to ensure our standards meet customer needs. We monitor and measure the timeliness of our policy issuance on a weekly basis, for each of the 200+ countries in our network, then communicate to customers and brokers with comprehensive service reports. Additionally, this metric is a key performance objective for our senior management.

4

Cross-Border Regulatory Alignment

At Zurich, we structure your policies for alignment with applicable country tax and insurance regulations, so fines and penalties can be avoided, and claims can be paid promptly and legally. We achieve this using Zurich Multinational Insurance Application (Zurich MIA) – an award-winning³ tax and regulatory database compiled and continually updated by over 140 independent law firms worldwide. Zurich MIA is used by brokers and captive customers around the world.

5

Fast Cash Flow

When you need to move money quickly – for example to respond to changes in risk allocations, Zurich is uniquely placed to support you. Our International Program System monitors premium payment and transmittal dates and amounts from our network to the Zurich office managing the master program, so funds can be transferred quickly.

6

One Global Service Platform

Utilized across our entire network of more than 200 countries and territories, our International Program System manages your program efficiently and consistently. This global system provides premium invoice delivery, supports the movement of premium between your captive and other program participants, and helps with claims payment handling.

A Zurich International Program can cover:

- Property
 - General Liability
 - Motor Fleet
 - Engineering Lines
 - Marine
 - Professional Liability
 - Directors and Officers
 - Commercial Crime
 - Corporate Accident and Business Travel
- ...and more

A Zurich International Program offers consistent service, wherever you are

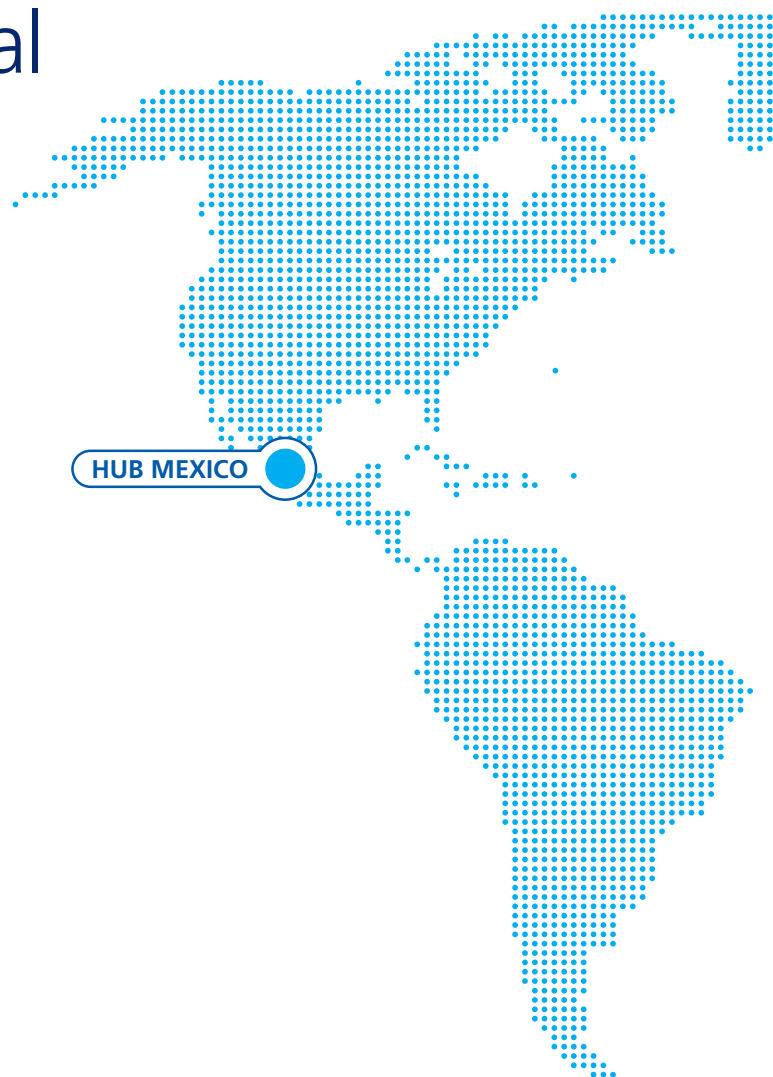
With one of the largest networks in the insurance industry, we can deliver a consistent standard of service, no matter where you operate in the world.

Your International Program will be managed by a global network of Zurich-owned offices and carefully selected local insurance partners who are leaders in their countries. They work hand-in-hand with our team of international program underwriters and customer relationship leaders to deliver a program that is globally consistent and aligned with local laws and tax requirements.

Hub offices create a strong, efficient network

We have a team of 40 people dedicated to managing our fronting partners around the world, providing you with:

- **Local insight** – our Hubs are staffed by local insurance professionals who understand the markets, laws and cultures of the regions they cover, enabling them to exert local control over global programs.
- **Quality assurance** – Zurich Hubs work with and manage local partners that include some of the most reliable insurance providers in their respective markets. Many of these have a long-standing relationship with Zurich of almost 30 years. The Hubs monitor partner performance to ensure compliance with Zurich's high standards of customer service.
- **Consistent coordination of policy and premium invoice issuance and claims** – Zurich's International Programs Operations ensures our global network operates seamlessly. This proven governance structure assures globally consistent coverage and service.
- **Buying power** – bundling business fronted by preferred partners helps increase negotiating strength.

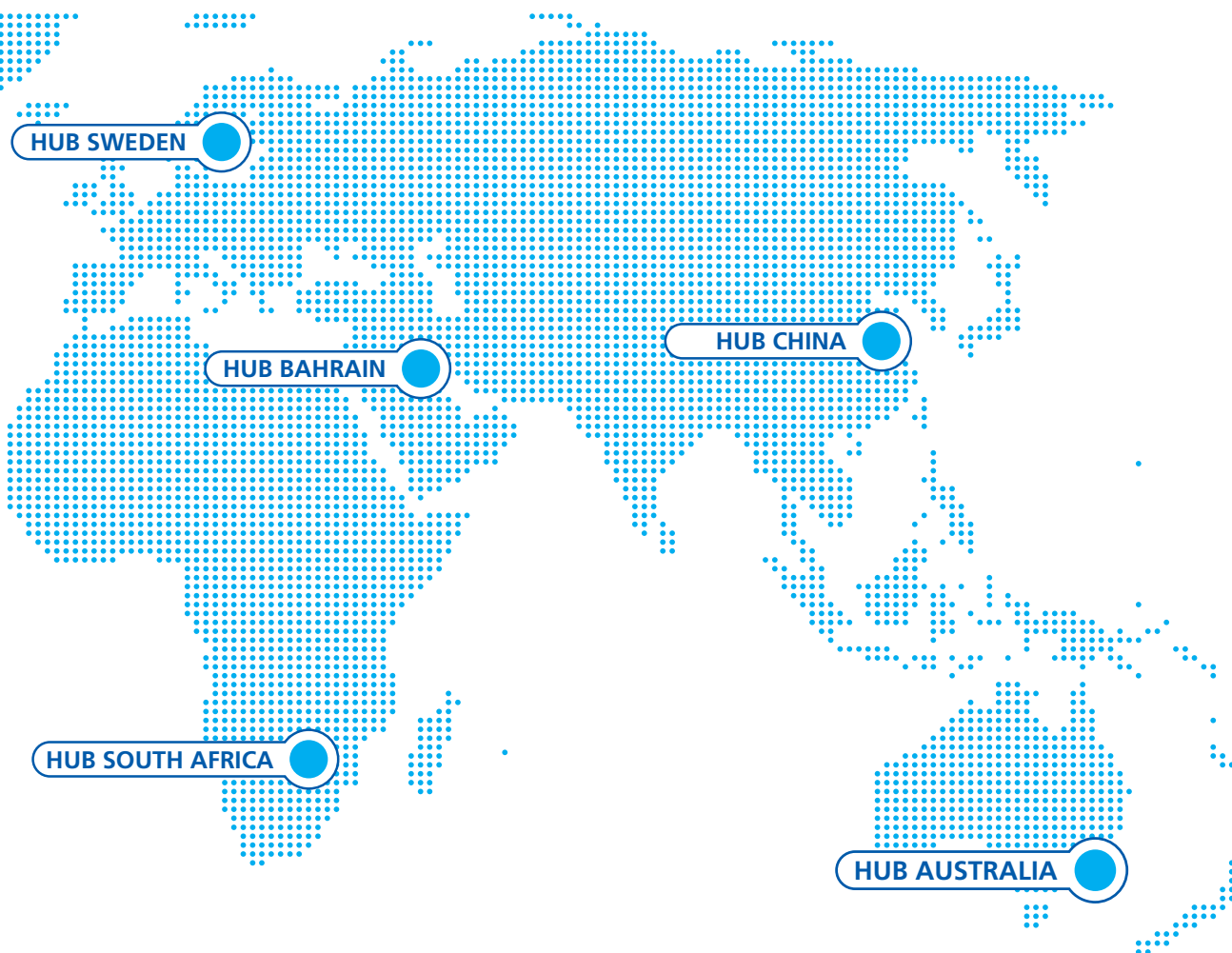


200+ countries and territories covered

6,000 international programs managed

Global team of over **8,000** claims professionals handling **125,000** claims annually

900 risk engineering professionals worldwide¹



Strict partner selection

We choose our partners carefully in each territory, always selecting a top player with the weight to get things done locally. Our partner selection criteria include:

- Strong financial position that meets strict requirements.
- Respected by the local broker community.
- High performance standards, claims service quality and operational fitness.
- Expertise and leading reputation in the relevant corporate customer segment.
- Good fit with Zurich's global broker relationships.

Each partner is approved by Zurich's Head of Network Management, assessed for financial risk by our credit risk experts and screened for trade sanctions and SDN (Specially Designated Nationals).

We visit our partners regularly and perform audits to ensure our selection and performance standards are met.

Consistent standards around the world

To ensure you receive the same standard of service everywhere, our entire network is held to the same Operating Directives, so that all our offices and partners adhere to central, standardized measurements. We monitor performance weekly against these directives, taking into account service metrics that draw on feedback from customers and brokers. With this level of oversight, our team is able to quickly resolve any service issues, should they arise.

When you build an international program with Zurich, the experience is seamless

Whether you are setting up your first international program or making the transition from another carrier, our global teams tailor a program to help meet your specific needs.

A dedicated team to manage your transition

When you switch from another carrier, we make the transition painless:

- Transition team – We take away the burden of transition by assigning a cross-functional team with experience in transitioning programs from other carriers.
- Transparency – Everyone involved will know what to expect and when. The team works with you and your broker, using a professional project management approach to guide everyone through the process.
- Setting expectations – Our team creates Service Level Agreements for the program transition to ensure each stage is delivered on time.

Single Point of Contact

International Programs are all about consistency, so we assign a single point of contact to assemble and manage the team that looks after your program. This individual answers your questions, coordinates customer services, delivers valuable risk insights and liaises with the broader Zurich organization.

Cross-functional Implementation Team

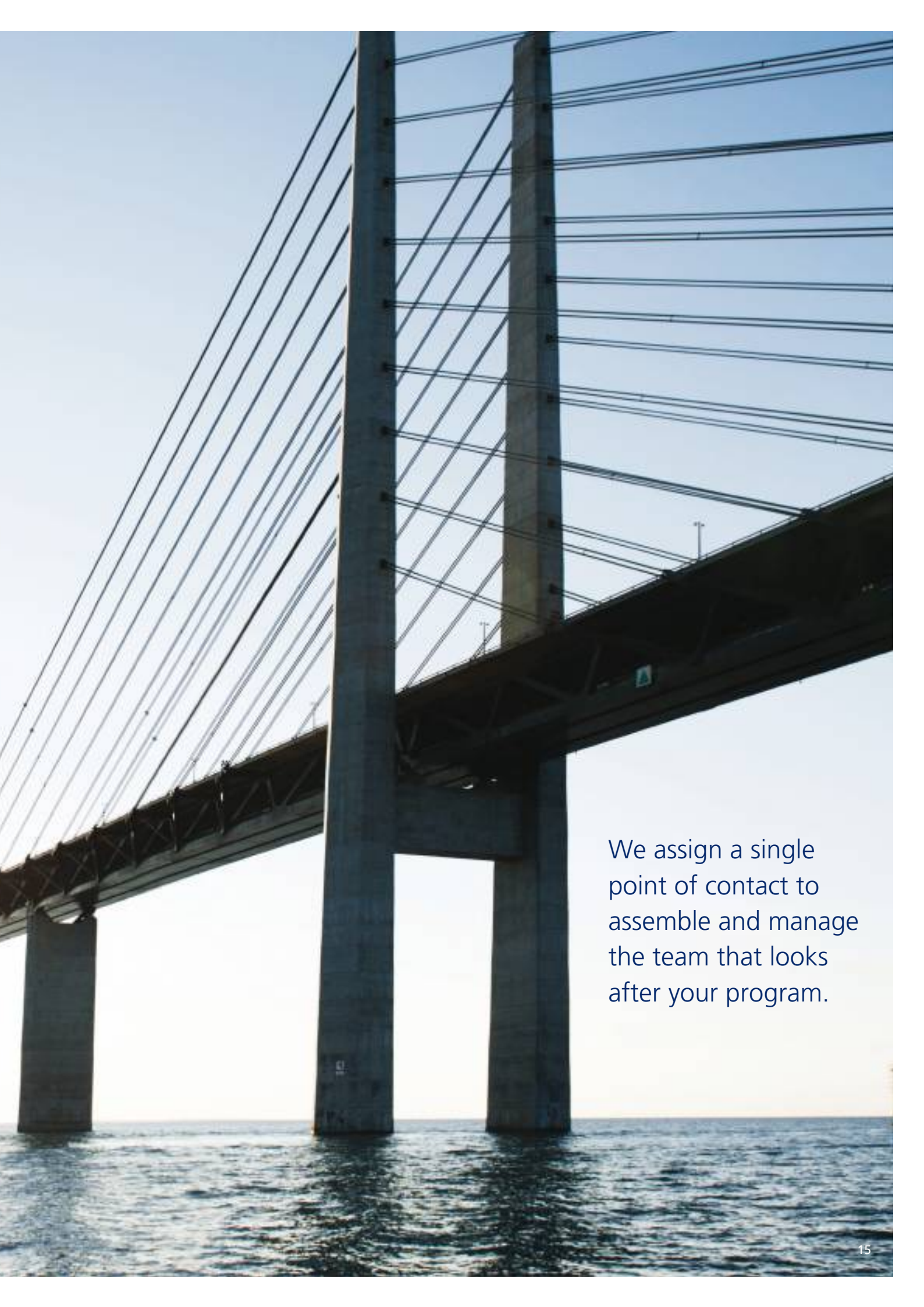
Your central contact brings together a global team that matches your footprint, with skills tailored to your structural, coverage and collateral needs.

Expert Program Underwriters

Our dedicated underwriters work closely with your broker, looking at your risk from a global perspective and optimizing limits, retentions, and terms and conditions to match your risk management approach. They then tailor a program to provide a uniform standard of coverage aligned with insurance regulations and laws wherever you have exposures.

In-Depth Underwriting Intelligence

Our underwriting team uses Zurich's Networks, a comprehensive internal database that includes the vital country-specific underwriting information they need to design and implement your international program. It contributes to fast, cost-effective issuance of policies and invoices, and enables us to easily adapt your program to changing local laws and regulations.



We assign a single point of contact to assemble and manage the team that looks after your program.

A proven process to implement your program

Understanding your needs

To build an international program that's tailored to your business, we follow a six-step stewardship process that makes sure we fully understand your requirements.



Stewardship preparation

Using our track record in international programs to anticipate your likely needs.

Setting expectations

Understanding your actual objectives so we can tailor the program to fit your strategy and specific risk needs: this also creates a set of expectations against which Zurich will perform.

Program assessment

Frequent, ongoing reviews to ensure the program meets your needs on a continuing basis.



Performance assessment


We check our own performance against a clear set of metrics as well as your perception of our service, and make any adjustments necessary.

Relationship review

We review the overall program delivery, searching for gaps and opportunities to provide further benefits.

Aligned strategy

Together, we determine the future strategy and build a true collaboration.



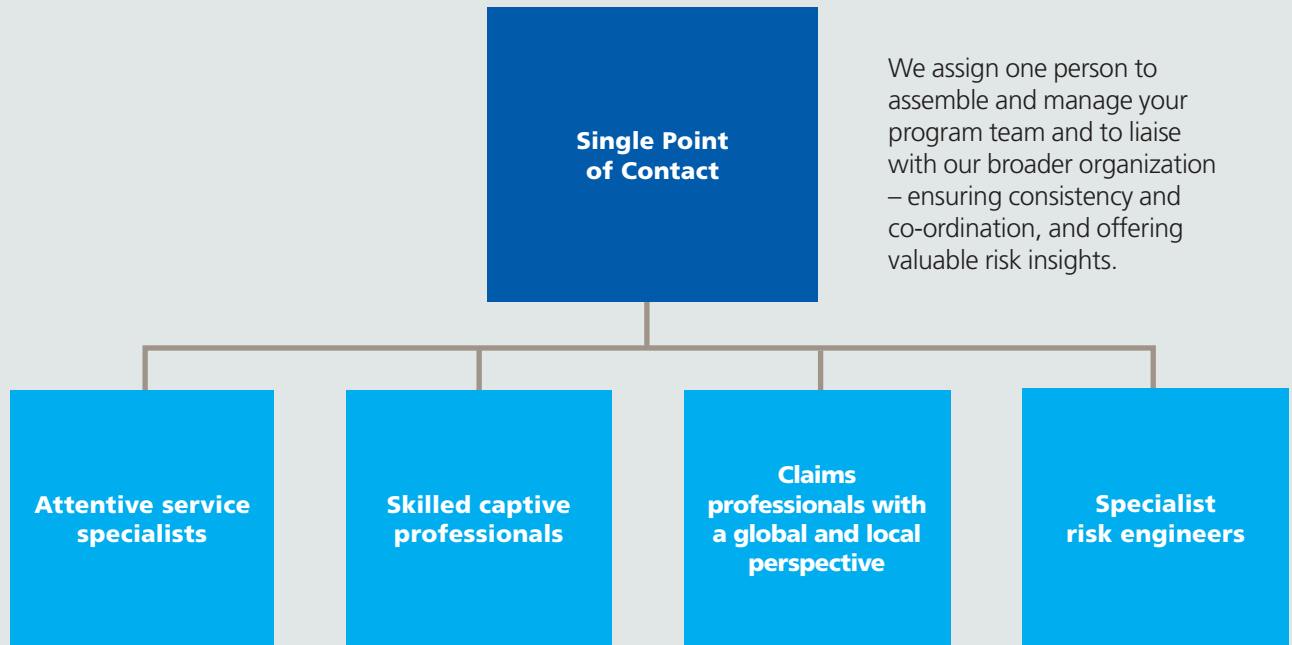
Your Zurich team is committed to service

With specialist teams and industry-leading systems, Zurich's program servicing ensures efficiency and sustainability.

Once your international program is set up, you need to be confident it will stand the test of time. Zurich's unique combination of expertise and technology has earned our team a leading reputation for sustained service excellence.

Trusted, hands-on professionals who manage every aspect of your program

Your Zurich team has the knowledge, skill and experience to support your international program.



We assign one person to assemble and manage your program team and to liaise with our broader organization – ensuring consistency and co-ordination, and offering valuable risk insights.

Zurich International Program customers benefit from service specialists who make sure the program is delivered efficiently and on time. They liaise with you and your broker, and also provide metrics to help you monitor your program.

We understand the value a captive can contribute to an international program. Our captive services teams throughout Europe, the United Kingdom, Canada, the United States and Asia Pacific will help you develop a consistent international captive fronting program on a tailor-made basis.

With experience ranging from 10 to 25 years on average, our claims professionals have amassed a wealth of knowledge in managing claims with a continuous customer focus. Backed by Zurich's international claims delivery standards and claims training programs, they provide a responsive claims service that takes both a local and international perspective.

Our strategically located centers of expertise help you to resolve large and complex claims. The entire claims process is built around the principles of open, transparent communication. This way, you can be assured Zurich will manage your claim from initial report through to final disposition.

Our 900 risk engineers are dedicated to reducing your operational risk, safeguarding employees and avoiding environmental damage. They are trained to the highest global standards and work to identify your vulnerabilities and improve your risk profile.

Industry leading tools give you more control

One global platform connecting over 200 countries

Developed as a communication, cash flow management and work-tracking tool, Zurich's International Program System helps our teams manage your program efficiently. Designed by Zurich to exclusively support our International Programs, it helps ensure our Service Level Agreements are met and provides a transparent view of program data for our customers and their brokers, including:

- Maintaining an up-to-date, holistic view of your entire program.
- Managing customer information between Zurich-owned offices and partner companies.
- Tracking policies, invoices, premium receipts and claims payments.
- Tracking claims data, including date of loss, reserved and paid amounts and basic loss descriptions.
- Generating reports on multiple topics, for example, claims analysis and local premium tax payments.
- Quickly flagging and outlining the root cause of any issues that might occur during program implementation that could cause rework.

Comprehensive customer service report

The Customer Service Report is a comprehensive summary of key data and performance metrics for your international program. The report includes performance measurements such as:

- When all customer and broker information was received by the Zurich team.
- Policy inception date.
- Date of invoice issuance.
- Date of policy issuance.
- Local premium payment date.

The Customer Service Report empowers you and your broker to be active participants in the program delivery effectiveness.

My Zurich portal puts data at your fingertips

With My Zurich portal, you and your brokers have 24/7 access to information relating to your program: claims and program data, risk assessment information and risk insights. By enabling you to identify and manage your risk portfolio, My Zurich puts you in control and helps you optimize your budget. My Zurich includes:

- Access to our award-winning Multinational Insurance Application (Zurich MIA), which helps you achieve greater global compliance.
- Weekly updates on your programs.
- Policy and invoice issuance monitoring across countries.
- A Claims Overview report providing detailed information on losses.
- A Risk Dashboard tool containing risk engineering reports from each location.
- Year-on-year comparisons of program performance.
- Multi-currency premium view
- Export functionality to Microsoft® Office programs.





Achieving global compliance: Zurich Multinational Insurance Application (Zurich MIA)

Zurich MIA is the one of the global insurance industry's most comprehensive tax and insurance regulatory information tools available. Aiming to help our customers and brokers monitor and achieve global compliance for international programs, the tool contains information on local insurance regulations and tax requirements for non-admitted insurance spanning 42 different lines of business and more than 180 countries and territories. It also provides guidance on insurer-paid premium tax protocols, laws governing claims payments, loss adjustments and other important information.

Build your business, then keep it safe

Beyond the greater assurance of program compliance Zurich MIA delivers, the tool can also help you make better strategic decisions regarding entry or expansion in overseas markets, especially emerging markets where regulations are often subject to change. It can reveal, for example, whether there are any issues regarding coverage or claims payments that could endanger a new business venture in a country should an incident occur.

Ultimately, Zurich MIA helps protect more than just your foreign assets and exposures. It also helps you protect one of your most valuable and durable assets – your reputation.

Continuously updated country data

Zurich MIA's analysis is based on the most frequently used international program structures incorporating non-admitted insurance coverages. The data is continually updated by a global network of more than 140 independent law firms around the world with special expertise in local insurance regulations and premium tax laws. When you review your policies at renewal, it indicates whether there have been any changes to insurance and premium tax regulations in countries where you have insured exposures. Zurich MIA even can provide you with reports to confirm that all local premium taxes have been paid.

Zurich MIA covers:

- 180 countries
- 42 lines of business, including:
 - Business interruption
 - Directors and officers
 - Property material damage
 - Marine
 - Political risk
 - Crime
 - Motor
 - Accident
 - Health

Zurich can help you unlock the full potential of your captive program

As an industry leader in captive services, Zurich draws on 25 years of experience to help you realize the benefits of your captive.

Whether yours is a single parent, group, agency or program captive, Zurich can help you 'capitalize on your captive' with customized risk management services that include globally consistent captive fronting solutions. We service more than 200 captive customers worldwide, across lines of business and borders, for general and life insurance risks.

The Zurich captive services advantage

- **Broad, Award-Winning³ Service Offer**

Zurich provides captive analytics and fronting services from a global team of experts organized in Captive Hubs (Continental Europe, United Kingdom, Canada, United States and Asia Pacific).

- **Global Support From an Experienced Team**

Our network services customers in over 200 countries and territories. Zurich Captive Hubs include various relevant disciplines – Underwriting, Reinsurance, Accounting and Finance, Actuarial, Sales, Legal and Compliance – and are equipped to handle complex captive needs, including ceding your international program risk to a captive.

- **Reinsurance Expertise**

A wide range of services and expertise allows customers to accommodate and manage complex reinsurance agreements embedded within their international insurance program. Zurich's proven technology infrastructure and tools administer globally consistent reinsurance transactions and facilitate efficiency in cash flow.

- **Credit Risk Exposure and Collateral**

We customize individual credit risk exposure assessments for each fronting transaction to allow the most flexible collateral options that provide a cost effective solution.

- **More Effective Captive Utilization**

With an international program covering multiple countries and risks you can fully unlock your captive's potential to integrate and expand your Enterprise Risk Management (ERM) program.

- **Extensive Employee Benefits Network**

One of the most extensive available, our employee benefits network helps you to create a captive program tailored to a multinational risk management strategy and workforce.



Zurich's award for 2012 'Best Fronter of the Year'* and 2013 Innovation in Fronting** recognizes our ability to deliver one of the most important services needed by captive owners – issuing local policies and handling administration on behalf of captives in countries where the parent organizations need insurance.

* Captive Review, US Captive Services Awards 2012

** Captive Review, UK Captive Services awards 2013

For more information:

zurich.com/internationalprograms

Get access to solutions and risk insights
on the **Zurich Virtual Literature Rack**.

Visit zurichvlr.com or download it to
your iPad from the App Store.



¹ As of September 2013. In the US, risk engineering services are provided by Zurich Services Corporation.

² For complete financial information about the Zurich Insurance Group and ratings for Zurich Insurance Company Ltd. and its subsidiaries, access www.zurich.com. Insurance product obligations are the sole responsibility of each issuing insurance company. For example, only the assets of Zurich American Insurance Company (and no other assets of the Zurich Insurance Group) are available to meet its obligations for the performance of its products.

³ Business Insurance 'Innovation Award 2012' in North America and 'Highly Commended Insurance Innovation of the Year' Insurance Times Awards 2012.

This is a general description of insurance services and does not represent or alter any insurance policy. Such services are provided to qualified customers by affiliated companies of the Zurich Insurance Group Ltd, as in the US, Zurich American Insurance Company, 1400 American Lane, Schaumburg, IL 60196, in Canada, Zurich Insurance Company Ltd, 400 University Ave., Toronto, ON M5G 1S7, and outside the US and Canada, Zurich Insurance Plc, Ballsbridge Park, Dublin 4, Ireland (and its EU branches), Zurich Insurance Company Ltd, Mythenquai 2, 8002 Zurich, Zurich Australian Insurance Limited, 5 Blue St., North Sydney, NSW 2060 and further entities, as required by local jurisdiction.

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