

Zurich's Global Network

For over 40 years we have built an experienced global team and a powerful network of partners across more than 215 countries and territories¹ providing you with a consistent service across the globe. With one of the largest global networks in the insurance industry, we can deliver, no matter where you operate in the world.



Over **215** countries and territories covered

Over **7,700** international programs

Over **50,000** local policies

2,200 professionals dedicated and trained to manage international programs

Global team of over **9,600** claims professionals handling over **150,000** claims annually

800 risk engineering professionals worldwide²

One single point of contact who manages your program and liaises with the network

Consistent service across the globe

Our vast, global network consists of Zurich-owned offices and carefully selected local insurance partners. Over 90% of premium and claims volume is managed through Zurich's owned offices, and we carefully manage our partners to ensure consistency across the network. In addition to a central network management team, we have 50 people managing our innovative International Programs (IP) Network Service Center infrastructure of strategically located regional offices. These IP Network Service Center teams oversee our partners around the world and provide you with:

- **Local insight** – Our IP Network Service Centers are staffed by local insurance professionals who understand the markets, laws and cultures of the regions they cover.
- **Quality assurance** – Zurich IP Network Service Centers work with and manage local partners. Many of these have a long-standing relationship with Zurich of almost 30 years.
- **Consistent coordination of policy and premium invoice issuance and claims** – Zurich's International Programs Operations team ensures our global network operates seamlessly.

- **Buying power** – Bundling business by preferred partners to help increase negotiating strength.

Strict partner selection and management

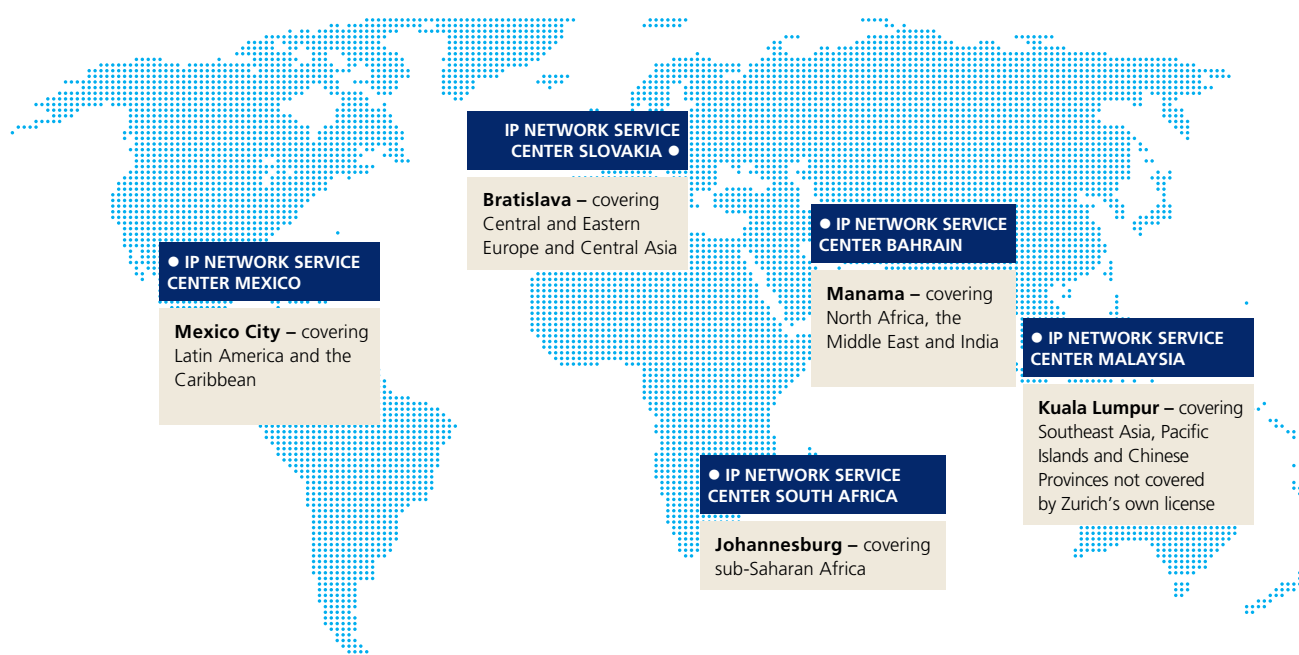
We choose our partners carefully in each territory, always selecting a top player with the experience to get things done locally. Each partner is approved by Zurich's Head of Network Management, assessed by our credit risk experts and screened for trade sanctions.

To ensure you receive the same standard of service everywhere, our entire network is held to the same operating directives. In addition to this, we visit our partners regularly and perform audits to ensure our selection and performance standards are met.

Our partner selection criteria includes:

- 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.

Zurich IP Network Service Center office locations



One global platform connecting over 215 countries and territories

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

- Maintaining an up-to-date view of your entire program.
- Managing customer information between Zurich-owned offices and partner companies.
- Tracking policies, invoices, premium receipts, claims payments and claims data.
- Generating reports on topics such as claims analysis and local premium tax payments.

- Quickly flagging and resolving the root cause of any issues that might occur.

This information and additional program reports are also available to our customers and their brokers 24/7 via the **My Zurich** portal.

Zurich Multinational Insurance Application (Zurich MIA)

Our award-winning Zurich MIA tool helps our customers and brokers monitor and align their international program with local requirements. The tool provides:

- Information on local insurance regulations and foreign insurer premium taxes requirements for non-admitted insurance spanning 42 different lines of business and more than 180 countries and territories.
- Guidance on insurer-paid premium tax protocols, requirements governing claims payments, loss adjustments and other important information.

For more information: zurich.com

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