

MULTINATIONAL CLIENT SERVICE

Marsh Global Connect: Service Quality and Consistency for Your Multinational Insurance Program

Multinational insurance policies are an essential component in most global companies' risk management strategies. Making sure those policies are effective and properly serviced requires proactivity and collaboration between risk managers and their insurance advisors. Multinational companies are also increasingly interested in understanding how their global insurance portfolios are managed, and are seeking greater visibility into the status of their policies and are seeking greater visibility into their policies and premium invoices.

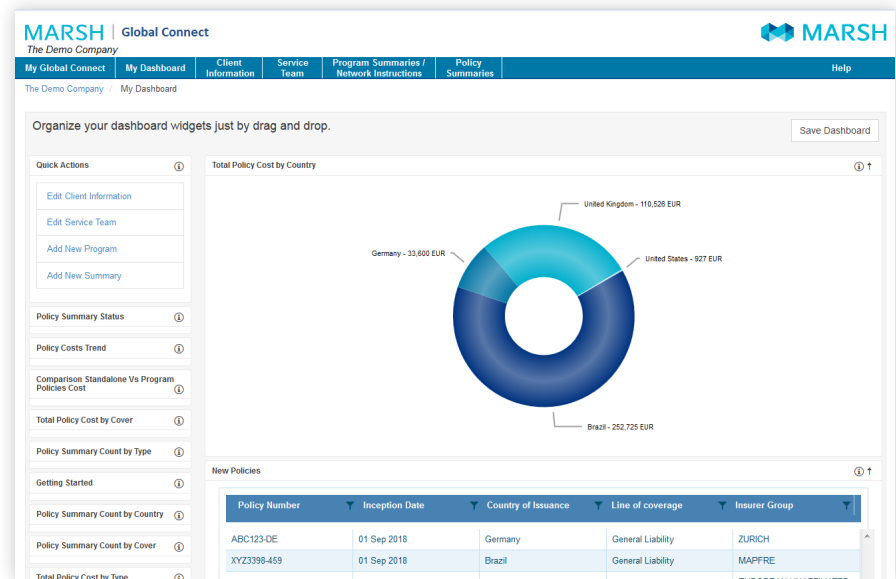
To meet these needs, we have created Marsh Global Connect. Through this innovative technology platform, Marsh can provide you with timely, accurate, and complete information about your international insurance programs, enabling better decision-making and program optimization.

Marsh Global Connect Helps You

- Understand the full extent of your insurance portfolio.
- Evaluate your international policies to ensure they align with and support your risk management philosophy.
- Optimize your programs, including eliminating redundant policies, combining policies where desirable, and securing additional coverage where needed.

Program Analytics

- Comprehensive coverage information, including a summary of your global programs, underlying policies, and standalone, local policies.
- Detailed cost analysis by country, coverage line, and policy type. Marsh Global Connect also offers time series analyses so you can understand your cost trends over time.
- Dashboards and other reports that provide visibility into the status of your international insurance policies.



Marsh Global Connect contains modules that enable Marsh global service teams to create and share the following essential components of a well-structured global client relationship.

Client Information Form

Key Content:

- A description of your operations.
- The countries in which you operate.
- Important contracts, including client service agreements.
- Corporate servicing requirements.
- Overview of other global programs that Marsh serves.
- Details on the terms of the local appointment.

The screenshot shows the Marsh Global Connect Client Information Form. The top navigation bar is the same as the dashboard. The form is titled 'Client Information' and includes a 'Draft' button. The form is organized into several sections, each with a plus or minus icon for expansion/collapse:

- Client Description** (+)
- Countries where client has operations** (+)
- Client Agreements** (+)
- Summary Level of Detail** (+)
- Corporate Servicing Requirements** (-)
 - Unless specified here, Servicing Office will engage with local client per standard local protocols and Multinational Client Service Rules of Road procedures.
 - Special Requirements** - Does the client have any requirements regarding: SO engagement with local subsidiary communication or claims handling? *
 - Yes
 - Insurance Resources** - Does the client have any insurance resources for their local entities?
 - Yes
 - Describe: Insurance manual attached
 - Direct Engagement** - Should Servicing Office engage directly with local client?
 - No

Marsh Service Team

The roles defined in this area establish important service responsibilities, and Marsh Global Connect provides an easy way for your team to communicate.

Global Program Summary

Program summaries include the following:

- Coverage terms, named insureds, and insurers.
- Costs.
- Key limits and deductibles.

Network Instructions

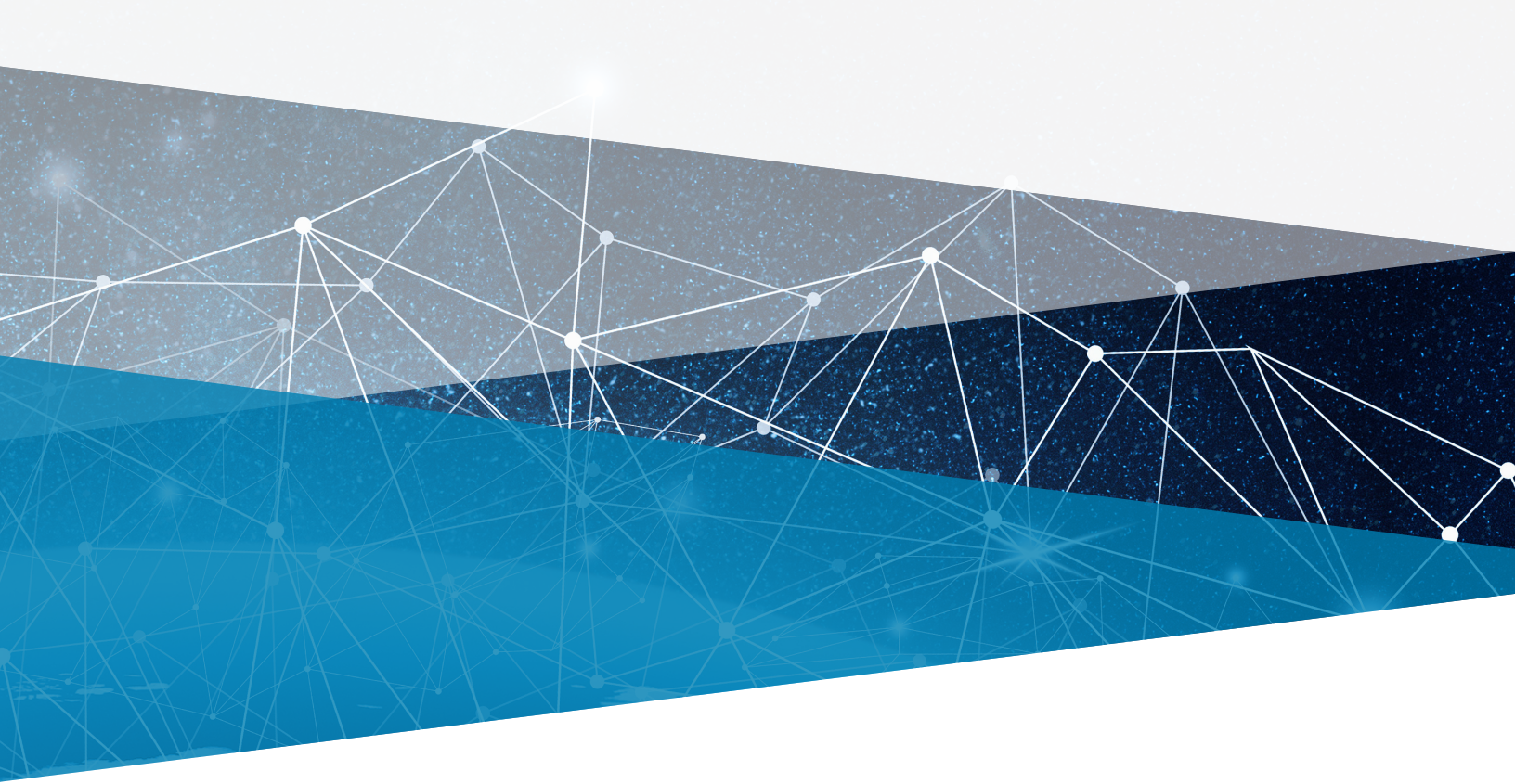
Network instructions guide the Marsh network on the details needed to issue and invoice the local underlying policies that are provided through each program.

Policy Summary

Marsh Colleagues create policy summaries to analyze and optimize your multinational programs.

The screenshot displays the 'Program Summary' page in the Marsh Global Connect system. The page is organized into a header, a navigation bar, and a main content area. The header includes the Marsh logo and the text 'Global Connect'. The navigation bar contains several tabs: 'My Global Connect', 'My Dashboard', 'Client Information', 'Service Team', 'Program Summaries / Network Instructions', 'Policy Summaries', and 'Help'. The main content area is titled 'Program Summary' and features a sub-tab 'Program Overview'. This section contains various input fields for program details, including 'Client Name', 'Program Name', 'Program Number', 'Program Type', 'Layer', 'Layer Description', 'Country of Issuance', 'Program Currency', 'Inception Date', 'Expiration Date', 'Tacit/Automatic Renewal', and 'Tacit Days Notice'. There are also buttons for 'In Force' and 'Active'.

Marsh Multinational Client Service is committed to continuously improving multinational insurance effectiveness and efficiency; and delivering increasingly consistent and high quality service to our clients. Through Marsh Global Connect, we are enabling better decision making, program optimization, and improved insight into your international insurance program.



For more information on Marsh Global Connect or to see how it can benefit you, contact your Marsh representative or:

ASIA

MATTHEW SIMMONDS
Singapore
+65 6922 8048
matthew.simmonds@marsh.com

PACIFIC

FRANK CORSO
Melbourne
+61 396 032258
frank.a.corso@marsh.com

CONTINENTAL EUROPE

MARTIN DRUX
Düsseldorf
+49 211 8987614
martin.drux@marsh.com

LATIN AMERICA & CARIBBEAN

ALEX BOLBRUGGE
Mexico
+52 55 5999 4407
alex.bolbrugge@marsh.com

MIDDLE EAST & NORTH AFRICA

TIM DAVIES
Dubai
+971 4 223 7700
tim.davies@marsh.com

SUB-SAHARAN AFRICA

RIETTE FERN
Johannesburg
+27 11 060 7611
riette.fern@marsh.com

UNITED KINGDOM & IRELAND

WENDIE BRACKSTONE
London
+44 (7920) 501066
wendie.brackstone@marsh.com

MICHAEL PRIZEMAN
London
+44 (0)20 7357 5491
michael.prizeman@marsh.com

KEVIN WALKER
London
+44 (0)20 7357 2578
kevin.walker@marsh.com

INTERNATIONAL

RORY MACLEAY
London
+44 (0)20 7558 3427
rory.macleay@marsh.com

UNITED STATES/CANADA

STEPHEN SKEETER
Houston
+1 713 276 8471
stephen.r.skeeter@marsh.com

GLOBAL MULTINATIONAL CLIENT SERVICE TEAM

DAVID RAHR
Chicago
+1 312 627 6633
david.rahr@marsh.com

ROBERT BURNS
Morristown
+1 973 401 5011
robert.j.burns@marsh.com

KOSTADIN KIROV
Frankfurt
+49 69 6676 450
kostadin.kirov@marsh.com

MICHAEL WILLANS
London
07501 145221
michael.willans@marsh.com

Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

This document and any recommendations, analysis, or advice provided by Marsh (collectively, the "Marsh Analysis") are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.