



Marsh Specialty

# MarshCargo — Global cargo insurance account management platform

Delivering innovative insurance solutions



MarshCargo is a web-based certificate management platform designed to manage traditional cargo insurance policies and shippers' interest programs, where the program structure may be more complex and involve multiple countries, divisions, insurers, claims administrators, and/or captives.

The MarshCargo platform boosts efficiency and helps you reduce expenses by bringing together the services of your Marsh Specialty broker, claims specialists, and underwriters with immediate access to coverage and efficient online support. MarshCargo is available exclusively to our clients.

## MARSHCARGO FEATURES

### Risk management



Instant access to policy terms and conditions allows your organization to share information in real-time and efficiently manage your cargo risks.



Shipment information is confirmed, upon entry, for compliance with policy parameters (including vessel validation through the Informa vessel database), allowing Marsh Specialty to monitor, notify you, and proactively adjust your cargo insurance requirements.



Coverage can be customized to include special rates and/or conditions on particular commodities, customers, shipping routes, or geographical areas.



Access can be granted in conjunction with your required hierarchy and activity is tracked by division, department, or individual.



Shipment data can be accessed, either online or as a download, to review and manage cargo volume, exposure, and insurance costs.



Access to your shipment information, combined with the shipment validation features, reassures cargo markets that your shipment activity is being closely monitored, making it more attractive to insurers.



MarshCargo can be directly integrated into your daily operations and/or customer experience, including processes handled by third party logistics and transportation providers.



## Claims management and advocacy

- With a digital claims management process, incidents are addressed quickly and efficiently, while allowing you to monitor the claim's status in real time. Authorized parties can easily upload documents required for the claim process. Sensitive documents can be restricted to only those parties needing access.
- Global real-time access to claims procedures and to worldwide claims settling agents, allows you, your operating divisions/subsidiaries, and your customers to obtain quick instructions on what to do and who to contact in the event of a claim — anywhere in the world.
- Our Marine & Cargo Claims Advocacy team offers a range of services beyond traditional claims handling. We can help you reduce costs and maximize efficiencies in casualty and property claims, before, during, and after a loss. Through our range of claims services, we have the skills and resources you need to meet your claims scenario, however large or complex.

## Fast and easy issuance of certificates of insurance

- Issuing certificates and filing them digitally in the MarshCargo database increases the efficiency of the certificate process. The ability to make changes to, or even cancel, a certificate of insurance instantly from anywhere in the world dramatically improves the process compared to other certificate formats.
- Issued certificates are digitally filed with both Marsh Specialty and the underwriter in a secure database. MarshCargo can quickly respond to changes in your insurance program, including changing insurers, without your organization having to switch certificate management programs.
- For letter of credit (LC) shipments, MarshCargo allows for the entry of the precise wording called for by the LC.
- Standard templates can be created for frequently issued certificates based on commodity, destination, or customer. Recently issued certificates are instantly available as templates.

# MARSHCARGO HIGHLIGHTS



**Compliance:** The MarshCargo platform screens shipments and flags any that may be in breach of sanctions imposed by the Office of Foreign Assets Control (OFAC) or other authorities.



**Global reach:** Multi-lingual and multi-currency support.



**Secure certificates:** Printable or can be downloaded, saved, or sent to customers.



**Customer support:** 24/7 technical support plus specialized broker support during regular business hours.



**Convenient claims management:** Digital claims management processes to address incidents quickly and efficiently and monitor claim status in real-time.

# Our Global Marine & Cargo Practice

Marsh Specialty's Global Marine & Cargo practice has over 650 colleagues in 35 countries, allowing us to deliver international service, risk management advice, and placement assistance to clients around the world.

In 2020, we brokered approximately US\$4.7 billion in premium, which makes our portfolio attractive to insurers due to its breadth and diversity. Our team works with all types of ship owners, contractors, ports, financiers, and cargo policies, for all types of exports of manufactured goods or commodities. Our experience allows us to draw across the whole industry and bring insights, knowledge, expertise, and advice to our clients over and above the insurance transaction.



## Global representation, local knowledge

Expert leadership, placement specialists, and claims advocates available to support wherever needed.



## Industry expertise

Integrating, learning, and participating in the supply chain as the industry evolves.



## Data, benchmarking, and analytics

Innovation driven by statistical data supported by risk tolerance analysis, risk financing optimization, loss modeling, and captive consideration.



## Market relationships

Unrivaled global access to provide bespoke solutions.



## Technology and digitalization

Leading development and integrated solutions for the supply chain.





# Meet the team

## Global

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## About Marsh

Marsh is the world's leading insurance broker and risk advisor. With around 45,000 colleagues operating in 130 countries, Marsh serves commercial and individual clients with data-driven risk solutions and advisory services. Marsh is a business of [Marsh McLennan](#) (NYSE: MMC), the world's leading professional services firm in the areas of risk, strategy and people. With annual revenue nearly \$20 billion, Marsh McLennan helps clients navigate an increasingly dynamic and complex environment through four market-leading businesses: [Marsh](#), [Guy Carpenter](#), [Mercer](#) and [Oliver Wyman](#). For more information, visit [marsh.com](#), follow us on [LinkedIn](#) and [Twitter](#) or subscribe to [BRINK](#).

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