Multinational Claims

Understanding our clients' needs to proactively drive the right claim outcomes

Multinational claims
Expertise and global reach for every claim

| **80+** | **3,000+** | **1500+** | **1 million** |
| Countries with a presence | Claims Professionals | Risk Consulting Experts | Claims per year |

1. A **global claims team** to support clients across multiple jurisdictions.

2. Unmatched **claims consulting skills and experience** resolving large and complex losses and managing claim portfolios.

3. Global experts in pre-loss and post loss **risk management** covering both single loss events and claim portfolios.

4. Strong **insurer relationships** as the largest single placer of insurance premium in the market.

5. Provider of **claim data analytics and insights.**

Marsh Multinational Claims

Maximising claims outcomes and minimising uncertainty

Global Team

Skills and experience

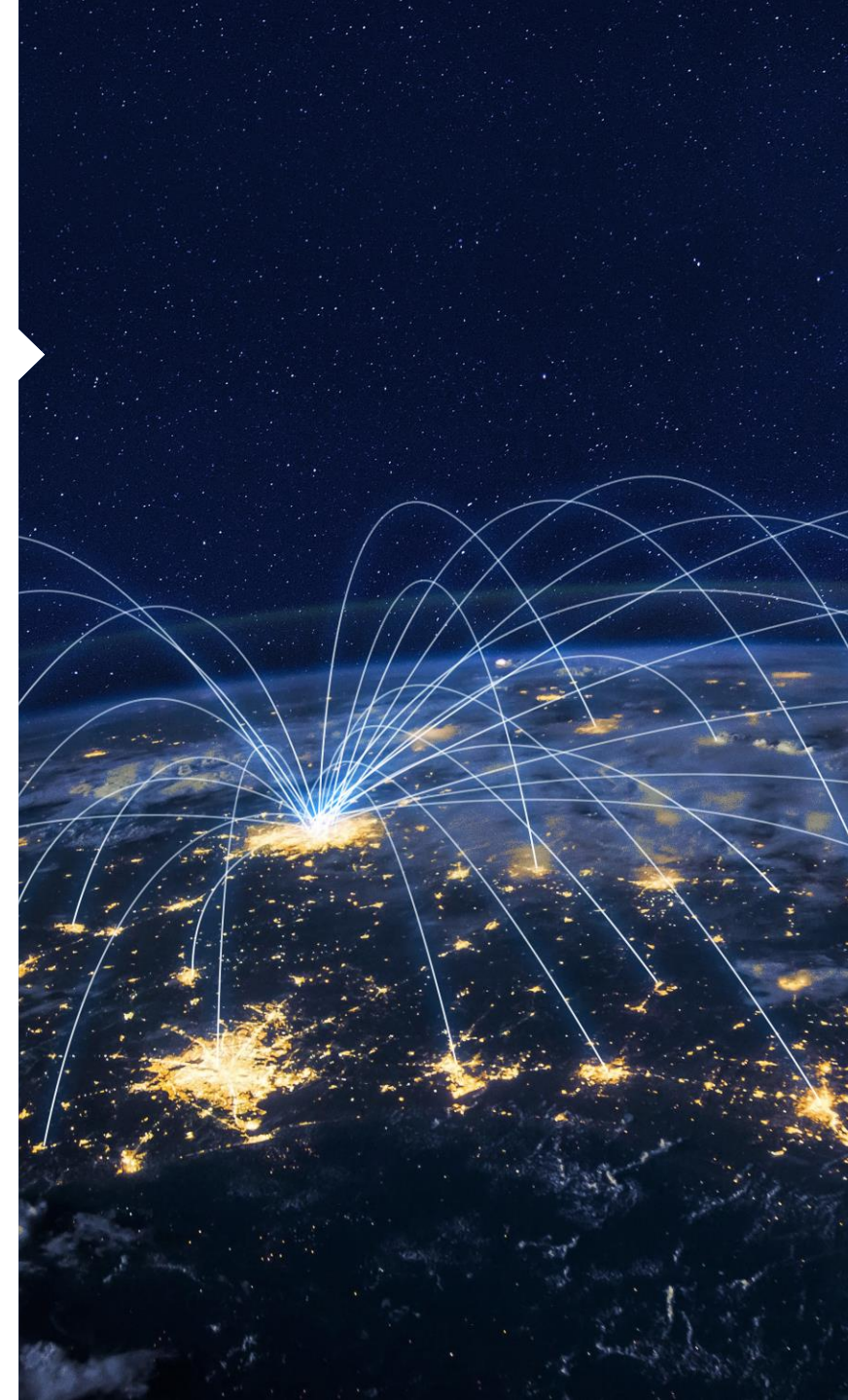**Risk management**

Insurer relationships

Analytics and insights

Global Team

- A global network of Marsh claim experts in 60 plus countries is significant for our clients as, unlike most companies operating in the insurance industry, we do not rely on network partners, where servicing standards can vary.

- The value of our in-country networks (long standing relationships exist with local insurer claims handlers, underwriters, loss adjusters etc.) and local language capabilities are central to resolving claims.

- Our global footprint permits deployment of a dedicated Natural Catastrophe risk management and claims response team with clear communication protocols implemented.

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Skills and experience

- Multi-skilled global team (inc. advocates, forensic accountants, medical professionals, loss adjusters) to challenge insurer adverse coverage views or inadequate settlement offers.

- Claims consultants have an average of 20 years experience covering all lines of insurance and industries. Therefore, nothing untested comes across our desks.

- Many of our experts have come from the legal profession thereby affording our clients access to legally trained claim advocates.

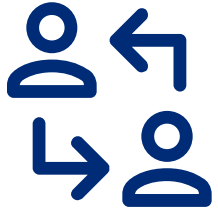- A global success story database to validate our credentials.

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Risk management

- Pre-loss elective services – Business interruption reviews, valuations and Natural Catastrophe modelling minimise the risk of under-insurance (which carries severe financial penalties on claims).

- Post-loss elective services maximise the claim outcome such as our property and business interruption claims preparation service undertaken by qualified accountants.

- Other Marsh Advisory elective risk management services inc. Business resilience and Work Force Strategies help prevent and mitigate losses.

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Insurer relationships

- Provision of agreed claim protocols, covering key info e.g., claim notification procedures and key contacts, provided at renewal thereby affording clients clear guidance.

- Collaboration on pre-loss workshops and claims scenario testing helps understand how a large and / or complex claim will progress and manage expectations in the event of a claim.

- Senior management escalation procedures in place to ensure favourable claim outcomes on valid claims.

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Analytics and insights

- Data analysis of claims portfolios using technology such as Blue[i] helps identify risk trends and therefore mitigate losses.

- Insights on market claim trends, insurer performance, major losses, global risks thereby affording our clients the opportunity to learn from market insights.

- Risk management advice on claim trends and defensibility.

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