

We are here to help your business

Business is ever-changing. That means adapting fast and carving out an individual path. The companies that succeed will be ready to tackle unexpected challenges and embrace fresh opportunities - local and global.

That means having the right insurance. At QBE Insurance Group, one of the top insurers and reinsurers globally, we have over 130 years of experience, trading in markets across the world. We can use that to help you.

Whatever the challenge, we have probably seen it and learnt from it. Above all, we know that a flexible approach to risk can mean the difference between business success and failure. We are here to help your company shape that approach with peace of mind and achieve its goals.

QBE employs nearly 2,000 people across Europe and beyond, from bases in Denmark, Sweden, Netherlands, France, Germany, Italy, Spain, and the UK (QBE UK). QBE Europe SA/NV is headquartered in the heart of the Brussels financial district.

But while we are international in our outlook, we are also proudly local in our operations. Our people, wherever they may be, bind risk locally, settle claims in-country and build risk programmes tailored to local needs.

So whatever service a client may need, from securing the operational safety of a chemical plant to settling an overseas liability claim, we will adapt our expertise to their individual business.

We will always serve markets, risks, clients and brokers according to our guiding principle of sustainability. It applies to everything we do - and that starts with relationships. At QBE, we bring our commitment to sustainability to every one of our clients.





Offering consistency and security

The Nordic countries are increasingly known for their innovative and international businesses. At QBE, we are proud to support and share this dynamic outlook and ambition.

From our two hubs in Stockholm and Copenhagen (covering Sweden, Denmark, Norway and Finland), we have been operating in the region since 2007.

And in that time, we have steadily expanded our range of products, risk appetite and global reach. Our specialist reputation continues to grow, too, as we seek to bring our expertise to more sectors and more clients. We are broadening our offer beyond our current core specialisms in liability, marine, property and financial lines as we work with an ever-growing number of organisations across the region.

Whether it be a local operation in China or Canada we can cover it. We have a flexibility of approach and mindset that allows us to consider most risks.

And while we understand our clients' global ambitions - because we share them - the heart of our business is proudly Nordic. We enjoy the security and strength of our international group, but we can also ensure that 95 per cent of the risks we accept are underwritten on home soil.

Our nimble and flexible ways of working mean we can respond quickly, finding the right solutions as and when our clients need them. And we pride ourselves on working collaboratively, both internally and with our clients, creating programmes that give them a consolidated view of their risks.

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Ours is a truly Nordic approach - firmly embedded in local markets but with an international reach. We are confident that our proposition is the right one for a growing number of our region's businesses.

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We focus on relationships

Our people know insurance. But this technical expertise is matched by first-hand experience of the industries and sectors in which we operate. Many of our teams have worked in them. Insurance must, after all, be about more than technical ability.

It is a deeply human business upon which lives, and livelihoods depend. We care about your business. Which is why we focus as much on the way we work – our relationships – as on what we do.

We never hide behind the small print

We are always honest, open and upfront with information, even when we cannot deliver good news. We never keep clients and their brokers in the dark. Our clients know they can count on us to be professional, reliable and on their side.

We are not scared of making tough decisions – someone has to – but we will never make them at the expense of a client or broker relationship. Whatever the challenge, our people are well established in local markets and have a depth and breadth of understanding and managing risk. We offer proactive and pragmatic solutions.

Creative approach to challenges

We tackle problems – and opportunities – with an open mind. We are flexible and creative in our thinking, and we give our people the freedom and confidence to develop innovative approaches to risk.

We continue to invest in technological solutions to improve our service and embrace the opportunities they bring. But we never lose sight of the value of human creativity, empathy and the ability to look at problems in new ways.

Valuing diversity

We are also proud to have a diverse workforce, not only because everyone deserves equal opportunities, but also because diversity improves our decision-making. It gives us a broader, more inclusive perspective.

Our people are always encouraged to be themselves. We want them to be comfortable and authentic, and to bring the best of themselves to work and to our clients.

Working together for a better solution

Of course, we don't know it all. At QBE Europe, we never shut ourselves off. We are confident in the ability and expertise we possess but are always ready to keep learning. And we know that the best results will always come from collaboration with clients and brokers.

QBE is a strong, reliable and flexible partner for any business or broker, making it an attractive option in a monochrome insurance market. But it is our people and the culture they have created – truthful, tirelessly seeking solutions whatever the need, approaching client problems as if they were their own – that truly make us stand out.



We act fast and we settle quickly

We're an insurance company so paying claims is what we do. But the way we go about it is different to our competitors.

We act fast and we settle quickly. We can do this because we insist that all claims - large and complex or small and straightforward - are managed locally, significantly reducing assessment and settlement time.

Our customers value our willingness to apply the benefit of the doubt when it comes to settling claims, with 80 per cent of our clients strongly associating our name with trustworthiness. But we believe this should only be a starting point for claims.

For us it is key that we integrate our claims expertise into the underwriting process. Not only does this give our underwriters and clients a better understanding of a particular risk, but it also means our handlers can move quickly, armed with knowledge about the client and that risk, in the event of a claim.

Paying claims is at the centre of what we do, but it forms part of a broader risk-management programme, in which we continue to invest heavily. We offer the support and expertise to try to prevent our clients going through disruption and trauma in the first place.

Environmental, financial and political risks are increasing in severity and frequency though. QBE research shows that of the least predictable risks of the past 30 years, most have been in the last decade. The unexpected is increasingly to be expected, and we're here to provide the resilience our clients need to withstand these shocks.

We've handled some of the most complex, high-profile and costly claims in Europe, so you're in good hands. You can have the peace of mind that our teams bring all their expertise, experience and empathy to every single claim.

Financial strength

We exist to keep our clients secure. It is a responsibility we relish and which, in turn, is based on our own security and financial strength.

QBE Group Financial Performance, 2023

| | |
|--------------------------------|---------------|
| Gross Written Premiums | US\$ 21,700 m |
| Combined Operating Ratio | 94.6% |
| Profit | US\$ 1,355 m |

While the Gross Written Premiums highlight our size and influence, the Combined Operating Ratio and profit figures show that we approach the world of risk responsibly. The industry and sector expertise of our people allows us to write risks in the right way, with an ambitious but sustainable approach.

But this only tells part of the story. An external perspective on our financial strength is equally important. All of the ratings agencies give QBE Group a clean bill of health.

QBE Insurance Group

| | |
|-------------------------|-----------|
| Standard & Poor's | A+ Stable |
| Fitch Ratings | A+ Stable |
| A.M. Best | A Stable |

This financial stability and strength give QBE the ability and ambition to broaden existing horizons and reach out to new markets and clients. Our security is as important to us as the security we provide to our clients, and the decisions we take will never compromise on either.

QBE Europe SA/NV

| | |
|-------------------------|-----------|
| Standard & Poor's | A+ Stable |
| Fitch Ratings | A+ Stable |
| A.M. Best | A Stable |

Our risk appetite is expanding

QBE has an ever-expanding risk appetite in the Nordics. While we will only enter new markets with a considered approach, we are always willing to look at new or different risks. We have a deserved reputation as specialists in our chosen markets.

The industries/sectors we operate in:

- > Automotive
- > Construction
- > Education
- > Energy
- > Financial Institutions
- > Healthcare
- > Manufacturing
- > Oil and Gas
- > Professional Services
- > Real Estate
- > Tech, Media and Telecoms
- > Transport and Logistics

The products we offer:

- > Automotive Protection
- > Business Interruption
- > Commercial Combined
- > Commercial Crime
- > Cyber
- > Director's and Officer's Liability
- > Employment Practices Liability
- > Environmental Liability
- > Financial Institutions
- > Fine Art & Specie
- > General & Product Liability
- > Life Science Liability
- > Marine Cargo
- > Multinational
- > Pension Trustee Liability
- > Professional Indemnity
- > Property Damage

This is by no means an exhaustive list of what we will write, and our portfolio is expanding all the time. Flexible and proactive, we will consider most corporate and middle-market risks. If we can't underwrite it directly, we will do everything we can to find a solution to whatever the challenge might be.



Working for a better world

At QBE, we believe in seeking, securing, and nurturing sustainable partnerships in everything we do. And that focus is not limited to commercial concerns. It's also reflected in how we invest our premiums and support the communities in which we operate.

Premiums4Good

Like all insurers, QBE invests customers' premiums until they're needed to pay claims.

Not afraid to do things a little differently, our ground-breaking initiative Premiums4Good, gives our customers the choice to have up to 100% of their premium diverted to impact investments that deliver an environmental or social impact or return.

These investments make a real and sustainable difference to communities around the world, benefiting causes such as reducing homelessness, renewable energy, improving chances for foster children and agricultural productivity. What's more, Premiums4Good has played a vital part in the Covid-19 response, with funding directed to global initiatives that support communities hit hard by the health and economic impact of the virus.

Customers have embraced this approach. By November 2022, QBE had invested US\$1,585 million and is well on track to meet its impact investment target of US\$2 billion by 2025.

QBE Foundation

We want to help find solutions to the problems of tomorrow, but we also want to tackle those the world is facing today. That's why we established the QBE Foundation to direct our charitable efforts to the most pressing issues.

Through the Foundation, we want to establish long-term partnerships, supported by education and awareness around risks, to improve the resilience and preparedness of our communities so they are better equipped to protect themselves.

We want to help create strong, resilient, and inclusive communities, by focusing investment and efforts on two key areas where we believe we can have the greatest impact: climate resilience and inclusion.

Since launching the QBE Foundation in 2011, alongside our employees, QBE in Europe has donated more than £10 million to worthy causes.

More than a safety net

QBE European Operation's approach to risk provides more than a safety net – it saves our clients time, money and, in some cases, even the lives of their people.

Our goal is to support our clients for the long term. Of course, we are here to pay claims, but we would prefer that it didn't come to that. And so would our clients.

A one-size-fits-all approach wouldn't work. Our risk management is tailored to our client's specific needs, establishing their goals, assessing their risks, identifying vulnerabilities and building resilience.

With our digital tool, QRisk, clients can benchmark against best practice standards, identify where claims are likely to arise across their business, monitor risk improvements and access guidance on the latest risk-management thinking.

When we engage with clients, we'll bring the right mix of expertise, drive, and empathy to the partnership to deliver pragmatic solutions to protect what you value.

Multinational

Many of our clients are looking beyond their borders to maximise growth and sustainability. At QBE, we are with them every exciting step of the way.

International growth brings particular challenges. Logistics, cultural differences, market practices, local laws and regulations must all be understood.

Our dedicated multinational team is here to help. With a range of products including general liability, property, professional indemnity and D&O, our innovative underwriters and global network can help clients get established with a consistent, compliant insurance programme and stay safe in over 150 countries.

Crucially, we believe that however global the outlook, the programme risk management should always be local. So regardless of where a business's ambitions take it, QBE will always be there, bringing our international presence and expertise straight to the client's doorstep.

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