

# 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.

We learn from every challenge we've experienced. 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 and achieve its goals with peace of mind.





# Who we are

**QBE employs nearly 2,000 people across Europe and beyond, from bases in Italy, Spain, Germany, France, Sweden, Denmark 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.

QBE isn't a concept. It's your local office. We bring everything our international business has to offer to each and every one of our offices across the Continent.

We have a large and ever-growing product, bespoke risk management and engineering expertise and a collaborative and energetic approach to claims settlement. We provide clients with direct access to the London Market as well as reinsurance facilities and a multinational placement programme that can support the ambitions of the most international of organisations.

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.

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### Offering a credible alternative

This capability is always evolving, expanding and diversifying, just as our clients are. We are continually investing in our people our processes and the technology we use to ensure we can offer a credible alternative in every market in which we operate.

We are a genuine alternative to the norm, not just another insurer. We do things differently. We underwrite on a case-by-case basis as we don't believe in an off-the-shelf approach. That's because we've never come across an off-the-shelf client.

We believe there is more to insurance than simply settling claims. Our first responsibility and priority is to use all our risk management and industry expertise to help our clients avoid having a claim in the first place.

And we strongly believe that our client relationships, whatever form they may take, should never be transactional.

### Customer commitment

We are working hard to redefine the role of an insurance company because we know clients need more than just a policy.

They need insight, advice and the technical expertise we have in abundance to help them manage the risks of today and tomorrow, protect themselves from the unexpected and to help them forge new paths to profitability.

But our approach is not purely defensive. We seek to partner with clients for the long term, to learn from each other, identify new opportunities to grow together, step by step both domestically and internationally.

Our clients' security is our security and that means more than promising to pay a claim. It means applying all our expertise and intellectual property to every client we work with, regardless of size, location or sector.

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.





# 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 team 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.

## Meeting challenges with a creative approach

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.**

**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.

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. 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 enjoy 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, 2021

Gross Written Premiums.....US\$18,457 m

Combined Operating Ratio.....93.7%

Profit.....US\$1,215 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.

Standard & Poor's.....A+ Stable

Fitch Ratings.....A+ Stable

AM 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.



# Our risk appetite is expanding

QBE has an ever-expanding risk appetite. 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, but the depth and breadth of our risk appetite might come as a surprise.

## The industries/sectors we operate in:

- > Business, Professional and Financial Services sectors including Real Estate
- > Light to heavy industrial sectors and manufacturing industries
- > Public Services and Utilities
- > Technology, Communication and other Business services including for example Logistics and Retail

## The products we offer:

### Financial and Specialty Products:

- > Automotive Protection
- > Commercial Crime
- > Cyber
- > Directors' & Officers' Liability
- > Financial Institutions
- > Legal Expenses
- > Pharma Liability & Clinical Trials
- > Professional Indemnity
- > Public Offering of Securities Insurance

### Property and Casualty Products:

- > Contractors All Risks
- > Commercial Combined
- > Employers Liability
- > Environmental Liability
- > General Liability & Product Liability
- > Property & Real Estate

We are working on expanding our range of products offered in European territories to leverage the best of our expertise in the London market across the following product lines: Marine Liability, Political Risk, Political Violence and Terrorism, Surety Bonds and Trade Credit.

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 the challenge - whatever it 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 25% 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 June 2021, QBE had invested US\$1,410 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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