



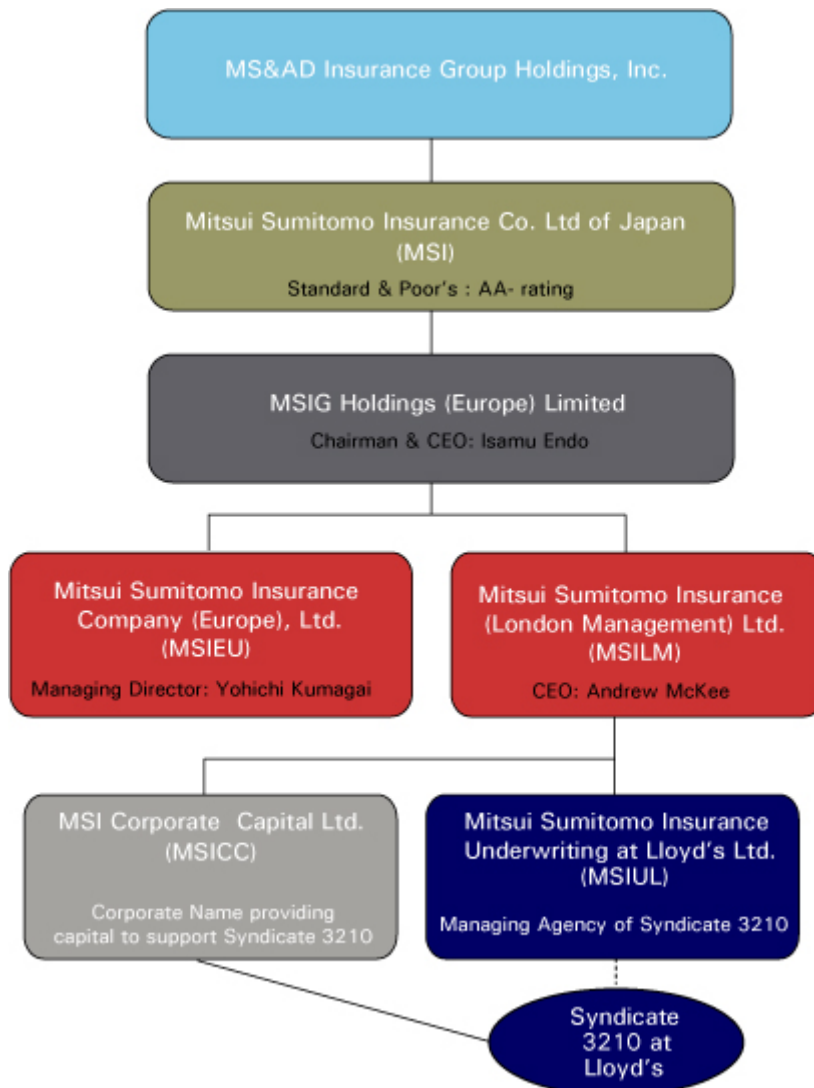
## About Us

**An integrated underwriting, risk management and claims management provider with financial strength few UK based insurers can match.**

In the UK, MSILM\* has established an outstanding reputation for a uniquely innovative approach to underwriting, risk engineering and claims management.

Our approach is designed to mitigate exposure, reduce losses and save costs. We work closely with expert, specialist and experienced consultants. Through secure website portals, our clients have access to a whole range of risk management information and data on many issues relating to potential risks and exposures.

### *Group structure*





**Mitsui Sumitomo Insurance Group**

MSIG



MSILM\* is part of MS&AD Insurance Group Holdings, Inc. Mitsui Sumitomo Insurance Company Ltd. of Japan (MSI) is one of the largest general insurers in the world.

MSI was the first Japanese company with an established presence in Lloyd's of London, the world's leading specialist insurance market.

### ***Financial Security***

Having the full backing of our parent company in Japan brings with it the coveted Standard & Poor's rating of AA-.

### ***Treating customers fairly***

We like to treat our customers fairly by:-

- Working with our broking partners/customers to devise insurance solutions that meet the needs and requirements of our customers.
- Clearly communicating policy coverage and terms.
- Dealing effectively and efficiently with all questions from our brokers/customers.
- Ensuring that our staff and relevant outsourced service providers understand our commitment to treating customers fairly and are familiar with our processes for any expressions of dissatisfaction from customers.
- Implementing appropriate systems and controls that enable us to monitor our performance.
- Taking prompt action if we have not acted in line with our policy.

*\*The acronym 'MSILM' is used as the collective term for the business activities of MSILM, MSICC, MSIUL, MSIL and Syndicate 3120 at Lloyd's.*

**For further information contact your broker account team, call us on 020 7977 8321 or visit [www.msilm.com](http://www.msilm.com)**

A Member of **MS&AD** INSURANCE GROUP

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Mitsui Sumitomo Insurance (London) Ltd. - Registered in England No. 1228765  
Mitsui Sumitomo Insurance Underwriting at Lloyd's Ltd. - Registered in England No. 5965101  
Mitsui Sumitomo Insurance Corporate Capital Ltd. - Registered in England No. 3905004

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