



Property

Bespoke Insurance Solutions

Designed to minimise exposure to business risks, reduce losses and keep future premiums as low as possible.

Mitsui Sumitomo Insurance Group (MSIG) specialises in working with brokers and their clients who take a pro-active approach and a clear commitment to effective risk management and are willing to consider a programme of self-retention.

Our highly experienced Property team has built a reputation for innovation, accessibility and professionalism since our inception in 2001, with client retention rates currently standing at over 90% since then.

Our differentiation in the market comes from an imaginative strategy which places the emphasis on reducing risk and minimising losses through a proposition that integrates underwriting, risk engineering and claims management.

Risk Engineering

A flexible approach to risk allows us to develop a tailored programme to address a client's specific risk profile.

To achieve the right degree of understanding, each of our corporate clients is appointed a dedicated Account Manager who is able to assign specialist risk engineers from our strategic partners around the country. Many are renowned as the best in their fields.

Through our professional risk engineering service we identify and analyse the risks to which our client's businesses are exposed on a daily basis.

The results of these analyses form the basis of a bespoke programme designed to eliminate, reduce or mitigate those risks which may adversely affect the viability and profitability of our client's operations.

Our process involves close liaison with our clients through regular review meetings which help us to fully understand the nature of the business and also to react to the on-going daily changes that may affect their risk profile.

Our systems allow us to accurately classify the inherent hazards associated with a particular occupation and to then assess the quality of management in place to control and mitigate these hazards.

The end result is a very powerful management tool which helps our clients to easily prioritise risk management expenditure and track/compare the progress of operating entities within the group.

Our property risk engineering proposal involves more than traditional site visits and recommendation reports, it extends further into addressing other needs that have been identified through our close involvement with our clients operations.

Our pragmatic and flexible approach to risk engineering has allowed us to develop a number of alternative and bespoke strategies to address specific client needs.





Though not an exhaustive list, the following initiatives have been successfully implemented with a number of clients: -

- Site surveys, recommendation reports, fire risk assessment training programmes and seminars
- Development and implementation of a business continuity process and culture within a large national organisation, culminating in full scale, scenario-based exercises.
- Design review of new construction and operational projects with a view to embedding sound risk control measures early in the process
- Two day seminars in conjunction with the Fire Service College to promote awareness of fire and business continuity issues to a wide range of industry sectors
- Full business analysis reviews to identify criticalities and bottlenecks with the objective of removing, reducing or mitigating the associated risks
- Project management of sprinkler installation works
- Practical fire testing on storage materials and products

Our annual overview reports provide a clear and concise picture of the organisations risk profile and highlights to both managers and underwriters any progress made over the year.

This has a major benefit in that the underwriter is able to accurately reflect the quality of risk in the terms offered at renewal.

Claims Management

Our claims management approach allows us to direct resources to where they are most needed and where they can bring the most value. We concentrate on a deeper understanding of an insured's business and on decision making.

We take a 'hands on' approach, often including site visits and regular meetings. These give us a much clearer picture of all aspects of an insured's operation and in many instances the business critical continuity problems and loss mitigation possibilities.

We employ the specialist skills and experience of chartered loss adjusters and experts in the market to assist us with loss mitigation strategies and to give us the information we need.

This promotes quicker, more informed and accurate judgments, allowing our Claims Team to respond rapidly to any situation. You will receive: -

- A dedicated claims team to handle day to day claims notifications, on-going file enquiries and general advice
- Proactive investigation of claims
- Early financial intervention to support an insured's business where possible
- Transparency of claims negotiation and settlement
- Support to our risk engineering team to ultimately assist the insured with risk reduction / elimination programmes
- Meaningful management information

For further information contact your broker account team, call us on 020 7977 8321 or visit www.msilm.com