



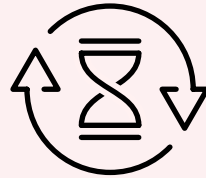
PRODUCTS & CAPABILITIES

# Global Insurance Claims

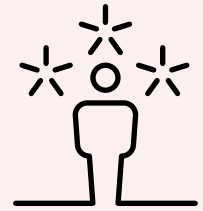




Fair and appropriate  
outcomes  
for our insureds



Efficient service, timely  
responses and fast payment  
of covered claims



Value-added expertise  
from product and  
industry specialists



## CASE STUDIES

# Our team in action

1

### CASE IN POINT

#### Fair and appropriate outcomes

A crane owned by a Sompo client failed resulting in serious injuries to the claimant. The company that rented the crane from our insured refused to acknowledge any fault on its part. The rental company subsequently misrepresented the full amount of their insurance coverage, a violation of the local law. Our Casualty Claims adjuster used this information to leverage a significant contribution from the crane rental company which allowed the claim to resolve favorably for our insured.

2

### CASE IN POINT

#### Industry and product expertise

A Sompo client was the target of securities and shareholder derivative class action litigation, as well as regulatory investigations. Our Commercial Management Liability Claims team leveraged its collective experience to assist in negotiating settlements of the lawsuits, while ensuring that specific insurance proceeds under the Sompo Policy were reserved for any individual insureds' liability arising from the regulatory investigations.



## CASE STUDIES

3

### CASE IN POINT

#### Partnering for Proactive Risk Mitigation

A Sompo International client requested an audit by an outside law firm that specializes in professional defense, ethical questions, and grievance matters. Their goal was to find a retained resource for identifying vulnerabilities before claims arise. Working with our insured's broker, our Lawyers' Professional Liability Claims team identified an appropriate law firm and attorney to provide the initial audit and then to serve as an ongoing resource for our client – a relationship that has solidified over several policy years.

4

### CASE IN POINT

#### Partnering with Retained Counsel

A Sompo's insured is an owner of a residential building. While a tenant in the building was on vacation, the air conditioner in the unit malfunctioned, causing a water leak. A mold condition developed that impacted multiple units in the building. The tenant refused to return to the unit or allow the insured to access it. Using Sompo's panel counsel and environmental consultants, we were able to remove and store the tenant property, remediate the mold condition in the unit and favorably resolve all claims against the insured.



## Our Specialized Expertise

Sompo International's in-house Claims Counsel are experienced professionals with extensive industry and product knowledge and are held to the highest standards in the industry.

Our structure affords each client with direct access to experienced claims professionals who are empowered to make decisions.

We are leaders in our field who actively contribute to industry associations and publications, including CLM, DRI, IACP, RIMS, PLUS and more.

### Emerging Web Exposures Include Pixel Tracking, Surveillanceware

*Expert Interview, AM Best*

### Building the Ideal Modern Claims Professional

*Author, CLM article*

### Creating Opportunities for Meaningful Growth For Our Colleagues

*Panelist, PLUS Conference*

### Proactively Identify Potential Litigation Outcomes

*Panelist, Reuters Connected Claims USA 2023*

### Cyber risks to watch in 2024

*Author, Digital Insurance*

### Claims Adjustment and Coverage Coordination Across Multiple Policies

*Expert Interview, Insurance Business America*

### Building the Ideal Modern Claims Professional

*Author, CLM article*

### Continuous Staff Training: The Ultimate Preemptive Strategy for Cyber Resilience

*Podcast, Castbox*





## Our collaborative approach

Sompo's Insurance Claims professionals work with our underwriters, risk control specialists and distribution partners to build a collaborative relationship with each insured to understand our clients' changing needs.

- Claims professionals and service teams are assigned to each account at the start of our partnership.
- We ensure timely and responsive claims service for each client by taking a proactive approach and working with our insureds and business partners to achieve the best possible resolution.
- We provide valuable insights to our clients, distribution partners and underwriters on trends and emerging risks by monitoring developments across our clients' portfolios and the market.

# Our Extensive Resources and Global Network

Sompo's Insurance Claims professionals work with our underwriters, risk control specialists and distribution partners to build a collaborative relationship with each insured to understand our clients' changing needs.

- We maintain strategic partnerships with top law firms across our product lines, offering our clients comprehensive and cost-effective litigation management.
- We are trusted advisors to our clients, bringing knowledge of the nuances of each particular jurisdiction.
- Our global network of claims professionals ensures that every account, whether small business or large corporation, has a primary contact to coordinate claims handling across geographies and coverages.
- As needed, we partner with specialized claims consultants to ensure that no matter how complex a client's claim may be, the proper technical expertise is employed to analyze and resolve the loss.

## 717

In-house insurance claims professionals serving North America, Global Markets and AgriSompo

## 20

Average years of experience across product lines

## \$5.0B

Total Claim Activity  
2023 Commercial and Consumer Insurance  
Net losses and loss expenses globally

## 90+

Attorneys on staff, including all members of the U.S., UK and Bermuda professional lines, healthcare and environmental teams

## A+

Financial Rating  
S&P; A.M. Best



# What our clients are saying about us....



Just a short note to thank you and Sompo for your professionalism in settling the recent Liability claims with [our company]. The claim was both large and complex and found your assistance and professionalism refreshing in an insurance environment which is at times very testing. Overall Sompo's fairness and transference has been very well regarded by myself personally and by [our company] on a commercial basis. We look forward to continuing our relationship with you and Sompo for many years to come.

**– Top 100 Upstream Energy and Basic Materials Company, Global 2000 Forbes List**

It's rare to find a company that you feel comfortable recommending, with no hesitation, to anyone you meet, and I wanted to say thank you for that. This entire team at Sompo – from the claims specialists to the underwriters, consistently show a broad wealth of knowledge across all industries that we touch; from a brokers perspective, that ability to provide expert, fair recommendations is invaluable.

**– International Insurance Executive**

The job being done is strikingly better than anyone I have ever worked with in a similar position, at any market...at every turn [our claims handler] has not only been willing to go above and beyond, but done so without even needing to do so as the claim was already being handled so well.

**– Excess & Surplus Broker**

Claims are great! You can trust claims- they are the best in the business. There are a lot of carriers I would not use based on their claims service. I would give them a 9.9 on a scale of 10.

**– Aviation Broker**







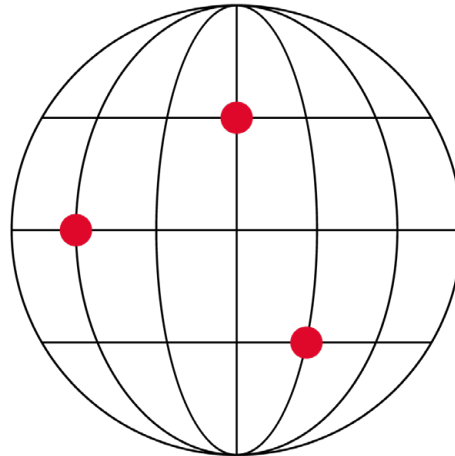
## About Sompo

Sompo is a global provider of commercial and consumer property, casualty, and specialty insurance and reinsurance, that employs approximately 9,500 people globally who use their expertise to simplify and resolve your complex challenges. Because when you choose Sompo, you choose **the ease of expertise™**.

“Sompo” refers to the brand under which Sompo International Holdings Ltd., a Bermuda-based holding company, together with its consolidated subsidiaries, operates its global property and casualty (re)insurance businesses. Sompo International Holdings Ltd. is an indirect wholly-owned subsidiary of Sompo Holdings, Inc., one of the leading property and casualty groups in the world.

A+

Financial Rating:  
A.M. Best (Superior)  
S&P (Strong)



## Contacts

### ASIA PACIFIC

#### Pablo Diago

Head of Claims,  
Commercial Insurance, APAC  
T +65 601 88163  
[pdiago@sompo-intl.com](mailto:pdiago@sompo-intl.com)

### BRAZIL

#### Andreia Paterniani

Head of Brazil Insurance Claims  
T +55 (11) 98753 3405  
[apaterniani@sompo.com.br](mailto:apaterniani@sompo.com.br)

### BERMUDA

#### Aine Madden, Esq.

SVP, Head of  
Bermuda Insurance Claims  
T +1 441 278 0459  
[amadden@sompo-intl.com](mailto:amadden@sompo-intl.com)

### UK

#### Tim Taylor

SVP, Head of UK  
Insurance Claims  
T +44 020 7337 2840  
[ttaylor@sompo-intl.com](mailto:ttaylor@sompo-intl.com)

### CONTINENTAL EUROPE

#### Cédric Wells

SVP, Head of Claims, Insurance,  
Continental Europe  
T +33 (0)6 26 55 26 64  
[cwells@sompo-intl.com](mailto:cwells@sompo-intl.com)

### MULTINATIONAL

#### Paul Burgess

Global Head of Multinational  
Insurance Claims  
T +44 020 7634 3958  
[pburgess@sompo-intl.com](mailto:pburgess@sompo-intl.com)

### NORTH AMERICA

#### Glen Bronstein

EVP, Head of Insurance Claims  
North America  
T +1 646 714 3915  
[gbronstein@sompo-intl.com](mailto:gbronstein@sompo-intl.com)

### TURKEY

#### Ayhan Arslan

Chief Claims Officer, Turkey  
T +90 530 177 03 83  
[ayhan.arslan@somposigorta.com.tr](mailto:ayhan.arslan@somposigorta.com.tr)