

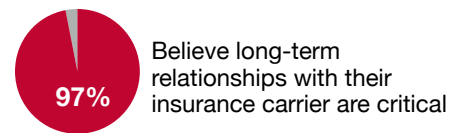
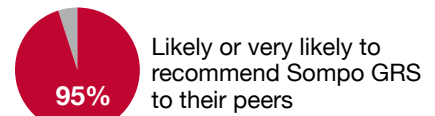
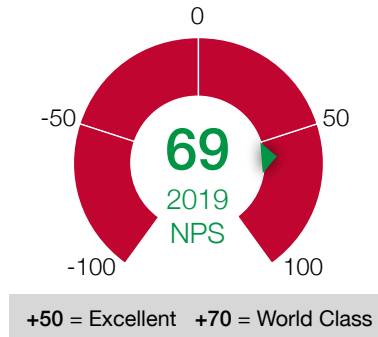
# Sompo GRS Insights

## Sompo GRS Insights Special Edition: 2019 Client Survey Results

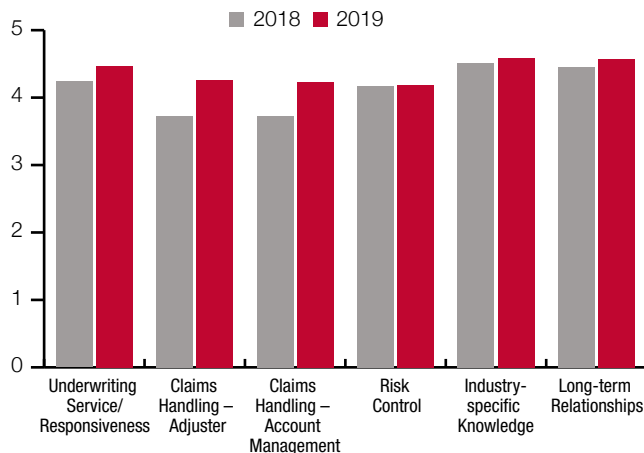
Sompo Global Risk Solutions (GRS) is pleased to report the results of our 2019 client satisfaction survey. Your feedback helps guide our strategic improvement initiatives and we look forward to your input throughout the year.

### Survey Highlights

- Sompo GRS has an “Excellent” Net Promoter Score (NPS) of 69.
- Increased by 11 points since last year.
- NPS is a widely-used measurement of a customer satisfaction and loyalty based on a scale of -100 to 100.
- Our clients identified our people and the service they provide as key differentiators.



### Progress Since Last Year's Survey



**Ratings based on 5 point scale**  
(1 – Poor, 2 – Below Average, 3 – Average, 4 – Above Average, 5 – Excellent)

### Your Feedback In Action

We have developed and delivered a number of enhancements to our overall capabilities based on your feedback.

<b>Emergency Restoration Services Program</b>	We offer our insureds access to contract directly with valued service providers for emergency and reconstruction services from industry-leading property restoration providers at pre-negotiated discounted rates.
<b>Tailored Risk Control Resources</b>	We tailored our risk control webinars and Risk A/T® newsletters to meet the specific needs of our Real Estate and Hospitality clients and made these and other resources available to you via our GRSCoconnect client portal.
<b>Enhanced Technology and Security</b>	We introduced a mobile app to make it easier for injured workers to report and manage their workers' compensation claims and, based on your feedback, have launched pilot programs in two key areas. First, we are expanding our Luminos functionality to display various casualty claim documents, including workers' compensation, general liability, auto, excess and umbrella. In addition, we are implementing multi-factor authentication for your Luminos account using PingID, a mobile application enabling state-of-the-art security to keep your claims data safe.

### THE ROAD AHEAD

As we look ahead, we will continue to utilize your input to enhance our capabilities in key areas.

- ▲ Enhancing our risk control services with a focus on developing additional technology-driven and innovative services
- ▲ Expanding our preferred vendor relationships
- ▲ Continuing to improve our claims communication and responsiveness

**Please follow us on LinkedIn!**

### We Want To Hear from You

If you were unable to complete the survey, or have questions or additional feedback, please feel free to contact a member of our leadership team.

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