



Mid-Market Delegated Authority guide



Who is Zurich?

Zurich Insurance Company is part of the Zurich Group, a leading multi-line insurer, providing insurance and risk management solutions protecting customers across the globe.



CII Chartered Insurer status

As a Chartered Insurer we uphold the highest levels of professional standards.

We are proud to be the first composite insurer to gain Chartered Insurer status from the Chartered Insurance Institute (CII) for the whole of our UK general insurance business. This follows years of work to develop defined standards of ethical behaviour and reflects our ongoing commitment to professional qualifications and to employee personal development. The status covers our UK General Insurance (UKGI) division as well as our shared service functions.



Our strengths

We are a balanced and diverse business with unique capabilities. We use our strengths to generate value for our stakeholders and reach our goals.

A solid financial position

Our solid financial position reassures our customers that we will be there when they need us to handle their claims and gives confidence to our shareholders that we are financially stable. It also gives us a well-earned positive reputation as a business and employer and positions us to invest in future growth.

A balanced business

Our business is balanced both geographically and by products and customer segments. Our strong retail and commercial franchise and flexible operating model means we can weather economic and market volatility and take advantage of industry change.

A trusted brand, talented people

We understand the risks our customers face and can structure offerings that meet their needs. This reinforces our global brand, one of the most valuable in the insurance industry. Our strong reputation allows us to attract the best talent worldwide.

Zurich Insurance Company Ltd.

S&P:	AA/stable
Moody's:	n.r.
A.M.Best:	A+/stable

Financial strength ratings as of April 2021

Why choose Zurich?

We've been providing capacity for delegated authority arrangements for more than 20 years, and have teams of experts across underwriting, claims and governance who will work in partnership with you. Led by our centre of excellence, we are able to provide flexible solutions across a range of covers for broad portfolios of customers. By combining our brand name and experience with your trade expertise we'll be able to develop a bespoke delegated authority solution.

Our delegated authority experience has ranged to include:

- Agriculture and farm estates
- Cleaning and security professionals
- Production and media
- GP surgeries and dentist practices
- Contractors and trade professionals

At a glance:

Over 20 years experience with delegated authority arrangements

Dedicated centre of excellence with experienced technical and portfolio underwriters

Technical support with wording development

Designated underwriter and claims contacts

Leading claims service

Appetite for growth

Ability to provide bespoke service

Support with governance and oversight



Meet the Team

Engagement is key to Zurich and we understand the importance of strong, multi-level relationships in order for our partnership to reach its full potential.

We have dedicated professionals who can offer support and guidance at every step of our delegated authority journey.



Day-to-day support will include:

Our Specialist Delegated Authority Underwriting Team

We focus on delivering the highest level of service to our Brokers and customers – which is why our specialist underwriting team is solely dedicated to delegated authority arrangements.

With our commitment to continuous professional development, our skilled underwriters have the knowledge and tools to actively support your delegated authority arrangements.

Moreover, our underwriters are fully empowered to handle referrals independently.

Dedicated relationship management team

Our relationship managers are committed to making sure that we deliver a great service to our brokers.

This means ensuring that we develop and maintain the partnership, create mutual business plans and celebrate joint success during the journey of a delegated authority arrangement.

We are equipped with the knowledge, skills and confidence to develop strong relationships with our brokers that will enable us to provide bespoke solutions that work for your customers.

Claims

We want to support our partners in doing what is right for each of our delegated authority arrangements. Whether managed internally by Zurich or through a fully delegated claims journey, our experienced team will be able to support you at every step of the process.

We always look to pay covered claims as quickly as possible.

If a claim is made against one of our customers and we believe there is no liability, we'll use all our experience to defend and protect their business.

Our Claims commitment is underpinned by four key principles: making it personal, clear, effortless and collaborative.

Click on one of the above icons



Claims

Delegated authority

You have seen the principles we abide by internally and we are quite rightly proud of our in-house claims proposition and our preference is to utilise this service. Where outsourcing of claims via a delegated authority is being proposed, given this is a highly Regulated activity, we have a dedicated and highly skilled claims team who possess the technical expertise and own the responsibility for the management and oversight of Third Party Administrators who have been provided with a claims handling delegated authority. The team's responsibilities include management of the onboarding process, the ongoing relationship, performance and compliance etc.

As part of our overarching onboarding process we would need to ensure the business case and proposition is proportionate and aligns with our claims commitments and governance requirements and ultimately will deliver and maintain an excellent claims service for our customers before exploring and approving any such request.

Our Claims Relationship Management Team

As part of our claims commitment, we have a team of experienced Claims Relationship Managers (CRMs) to support your business. Your CRM is there to discuss the specific claims requirements of your delegated authority arrangement and help to tailor our service to you. Whether your concerns are cost mitigation, brand reputation or employee welfare, your CRM will ensure that our claims handling reflects your priorities.

We can also provide you comprehensive MI and analysis to support the understanding of your risk, as well as identifying bespoke training that would benefit your staff and clients. Your CRM will ensure that you're kept informed of relevant legal developments, offering insight and ways to help you improve your claims.



Risk Appetite

Our delegated authority proposition offers specialist insurance that can be tailored to the needs of our partners and their customers. Our approach to underwriting recognises the importance of balance when it comes to appetite, therefore we have adopted a more holistic view of acceptance, taking into account key characteristics within subsegments and industries. Our aim is to deliver solutions to target niche markets that we wouldn't look to write as part of our standard distribution.

Key characteristics that we look for:

Underwriting expertise

We look to work with coverholders with at least 5 years experience in the sector, with a strong understanding of the needs of the customer base and of the proposition and coverage solutions that best meet their needs.

A joint appreciation for our core values

Working together in a partnership to deliver good and fair outcomes for our customers, taking into account robust controls and governance principles.

Profitable arrangements of £1m GWP or more

Arrangements under £1m GWP can be considered.

Readily available data

We would look for comprehensive premium, exposure and loss ratio data.

A connection to an accredited trade body

If applicable to the sector a relationship with an accredited trade body would be beneficial to help demonstrate the breadth of experience you can draw upon.

Sustainability

We are looking to develop our experience and understanding of new, sustainable risks in line with our sustainability ambitions.



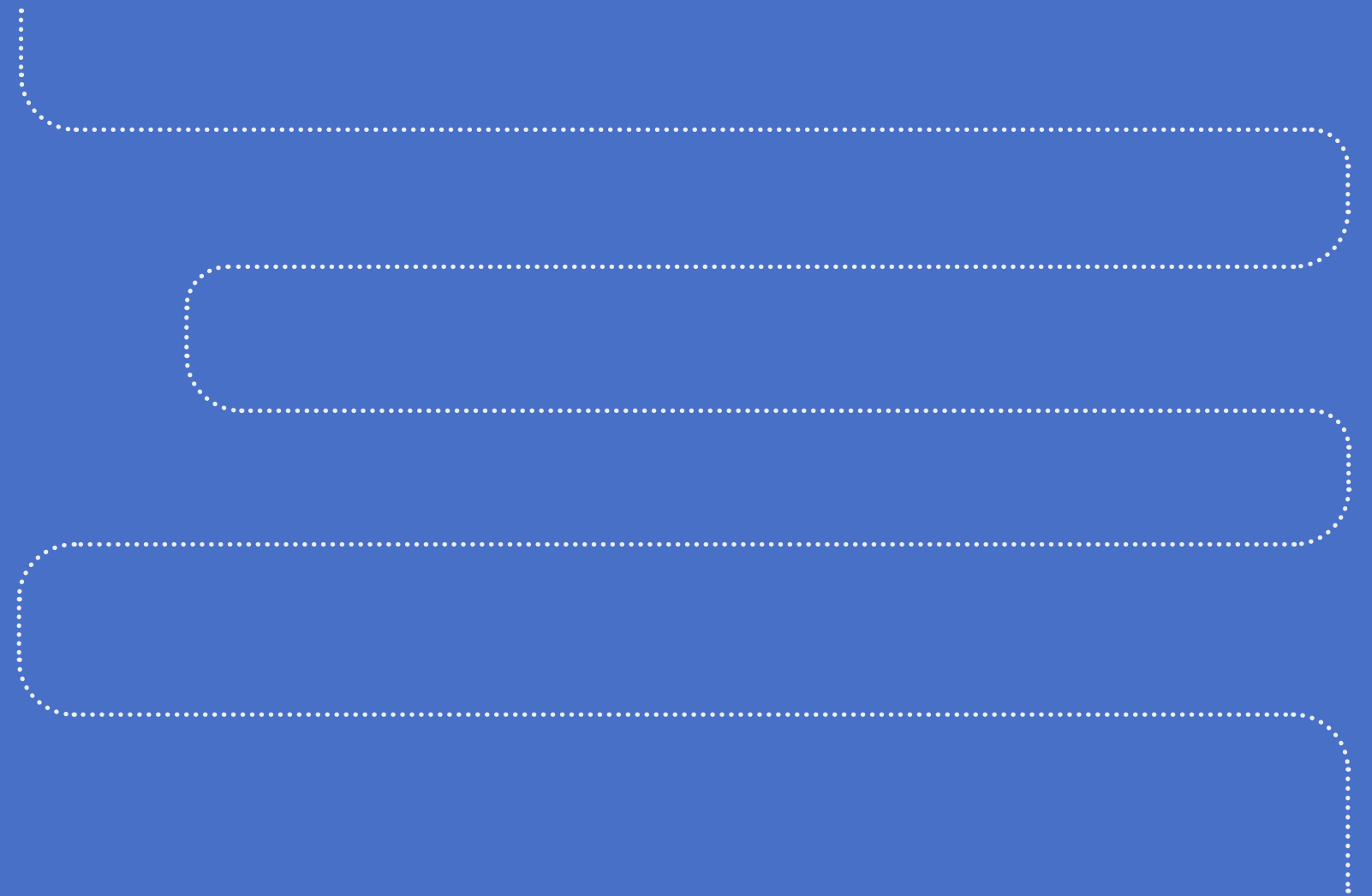
Case Studies

We are experienced in catering to a wide variety of trades and sectors, understanding the specific requirements of each delegated authority arrangement, and being able to provide bespoke coverage is a key part of our delegated authority strategy. The following are two case studies that speak to the relationship we have been able to build with our partner brokers and how we have been able to work together to build the right delegated authority arrangement for our customers.

Onboarding process

We understand the importance of a simplified process – and this is reflected in our delegated authority arrangement journey. We are committed to having the right people onboard at each stage of the process, in order to avoid any barriers and to make the journey as seamless as possible.

Please note that the duration of the onboarding process may vary depending on the delegated authority's size and complexity. Our dedicated relationship management team will be there to guide you through the journey and provide you with support when needed.



Zurich's approach to sustainability

At Zurich, we are committed to creating sustainable value, something we demonstrate via numerous initiatives and dedication of both time and money.



Here are some of the ways we are being a more sustainable business:

Plant a tree

When reporting claims online, customers can plant a tree to help offset the carbon emissions associated with repairing their property. Our partnership with Tree-Nation has seen over 100,000 trees planted.

Zurich Insurance Group is carbon neutral

Reaching the milestone at the end of 2014.

Sustainability commitment

Zurich Insurance Group were the first insurer to sign the UN Business Ambition for 1.5 °C Pledge.

Eliminating single use plastic

Zurich Insurance Group are working to eliminate single use plastics and reduce internal paper usage by 80% globally. We've almost eliminated single use plastic from our UK offices.

Sustainable sourcing

We are a member of Social Enterprise UK's Corporate Challenge, which aims to spend £1 billion with social enterprises.



For Brokers only

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