

PULSE portal

One comprehensive platform, multiple insights at your fingertips



What is PULSE portal?

PULSE is a secure, digital portal enabling customers and brokers to manage all their risk and insurance needs with an intuitive and easy-to-use interface. It provides anywhere, anytime access to program, policy, claims and risk management information, and puts customers in control of the loss notifications and risk improvement actions. We aim to further increase customer value of PULSE and therefore continuously work on the evolution of the portal and its features.

PULSE portal includes



Programs & policies overview

- Monitor and manage your insurance program
- Review policy issuance and premium payment status
- Download policies, invoices and other relevant documents
- Receive personalised notifications of status changes and any other updates to your program, policies, claims and risk engineering items



Claims services

- Submit and track loss notifications from any location instantly
- Download claims documents such as First Notice of Loss and settlement letters
- Analyse loss history



Risk engineering services

- View upcoming site visit details in your Customer Service Plan
- Keep track of your risk exposures and improvement measures across the globe
- Download site visit and risk improvement reports
- Consult your Swiss Re risk engineer while implementing actions



Weather & NatCat exposure

- Access and monitor natural hazard exposure for your risks worldwide using our CatNet® tool
- Receive alerts for NatCat events that are approaching any of your locations

PULSE portal key features

- **All-in one platform** covering program, policy, claims, risk engineering services (RES) and natural catastrophe (NatCat) exposure
- **Real-time** access to up-to-date information
- **Focus on the user experience** – world-class, simple-to-use and intuitive design
- **Self-service functionality** – report a loss and RES recommendation collaborations, among others
- **More data insights** – claims details, including reserves and incurred
- **Award-winning CatNet® tool** with 10 high-fidelity global hazard maps, including river and coastal flooding, earthquake, hail, wind and lightning, combined with client locations
- **PC, tablet and mobile friendly** out of the box
- **Push notifications** – customizable email updates on program changes and NatCat events

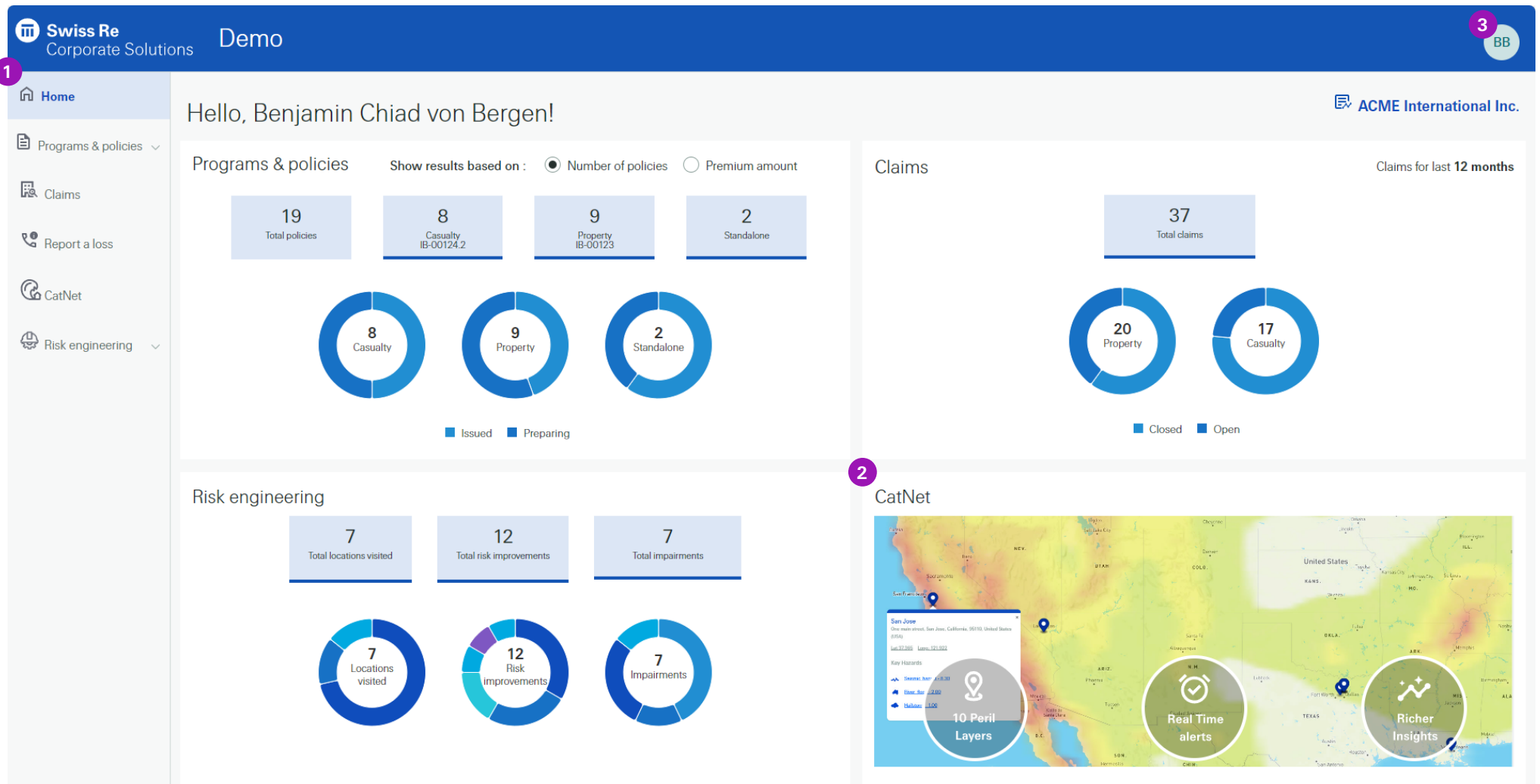
Our sections

Click on one of our seven sections below to see more information and keep following the arrows.



Home Page

- 1 Navigate between different modules.
- 2 Insight into your international program.
- 3 Account and notification settings.





Programs & policies

- 1 The programs & policies section offers holistic overviews of the program information.
- 2 All policy data can be downloaded to an Excel file.

Swiss Re
Corporate Solutions

Demo

BB

Home

Programs & policies

Casualty

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Property program

Program : IB-00123 01 Jan 2024 - 01 Jan 2025 | US \$ USD

Total premium \$2,447,100 Total taxes and charges \$271,900

1 Policies: 9 Program limit: \$132M

2 Download policy data View master policy

Filter by keyword Policy issued in Policy Status Premium Status Limit 132K 132M Starred Clear All

Policy status

4 Issued

5 Preparing

Premium status

4 Paid

5 Pending

Claims: 9

Issued in (country)	Policy ID	Effective	Limit	Claims	Premium	Taxes and charges	Policy status	Premium status	Document count
US	ID999998203 Master	01 Jan 2024	\$132,000,000	3	\$1,800,000	\$200,000	Issued	Paid	12
Insured name ACME International Inc.		Carrier Swiss Re US		Broker International Broker Co.		Policy details			
Expiry 01 Jan 2025		Policy Issued 01 Jan 2024							



Programs & policies

- 1 Customers and brokers can access the details of each policy and download relevant documents.
- 2 On this page up to date information on policy issuance and premium status is available.

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US Property

Program ID IB-00123 Policy ID ID999998203 Master Issued

1

Policy details Documents Claims

Total limit

\$132M

USD

General deductible/SIR

\$500K

USD

2

Policy details Issued

Insured name	Carrier	Policy Type
ACME International Inc.	Swiss Re US	Master Policy
Effective	Expiry	Issued
01 Jan 2024	01 Jan 2025	01 Jan 2020
Broker	Broker Ref	3rd party loss adjustor
International Broker Co.	P1234	
Carrier	Role	% of Share
Swiss Re	Lead Insurer	50%
XL Insurance Company of New York, Inc.	Co-Insurer	25%
North American Elite Insurance Company	Co-Insurer	15%
AIG Property Casualty Company	Co-Insurer	10%

Premium details Paid

Contacts

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Underwriting Relationship Manager
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Email

Chester Broek
Underwriting Assistant
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+41 78 544 42 29
Email

View program

Report a loss

First Notice of Loss (FNOL) reports can be submitted online 24 hours a day.

Report a loss

Policy status

Issued

147 days until expiry
01 Jan 2025



- 1 The Claims section provides an overview of the whole claim history (open, closed and re-opened claims).
- 2 With the loss run download functionality all claims can be exported to an Excel file.

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Download a loss run

Report a loss

Filters

Filter by keyword

Line of business

Date of loss
FEB 2023
NOV 2024

Loss location

Status

Starred

Clear All

All Claims

Casualty program

Property program

Standalone

Claims 50

Claims by status

20

Open

30

Closed

Recent claims by date of incident

Sep

Oct

Nov

Dec

Jan 2024

Feb

Mar

Apr

May

Jun

Jul

Aug

Claims by incident

23 Slip and Fall

5 Premises / Ops-Other

4 Fire

3 Windstorm

3 Vehicle

3 Adverse Weather

2 Robbery

2 Hail

1 Vandalism

1 Theft

Date of loss

Claim ID

Loss location

Loss cause

Indemnity paid

Total paid

Status

05 Jan 2024

ID999998203

CH
Maryland

Windstorm

\$4,000

\$5,000

Open



- 1 Each claim has detailed information on financials along with a loss description.

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Windstorm

Claim ID ID999998203 Open ☆

1

Claim details

Claim documents

Claim file notes

Overview

Loss location

CH

Zurich

Date of loss

05 Feb 2024

Date received

07 Feb 2024

Details of loss

Description

Strong winds caused roof tile damage required roof tiles to be replaced

Parties involved

Claimants

ACME International Inc.

Financials

Total paid

\$5,000

USD

Indemnity

Expenses

Total reserve

\$10,000

USD

Indemnity

Expenses

Total incurred

\$15,000

USD

Contacts

Benjamin Chiad von Bergen

Claim Relationship Manager Property

+41 43 285 25 90

+41 79 777 98 86

Email

View program

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Report a loss

- 1 Swiss Re Corporate Solutions offers various ways to report a loss. The PULSE portal can be used to report a loss in an efficient way.

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Report a loss

We strive hard to make reporting of a claim easy, and our response quick and appropriate.

1

Submit a loss online

Email

Chat bot

Contact your broker

1

Select a policy

^

2

Enter your details

^

* marks required fields

 Please enter the details of the person reporting the incident

Full name*

Benjamin Chiad von Bergen

Provide the full legal name of the contact

Email*

Benjamin_Chiad@swissre.com

Phone number*

+41

432852590

Mobile / cell phone

+41

Additional contact

If you would like correspondence relating this claim to be forwarded to someone else, you can add their details here.

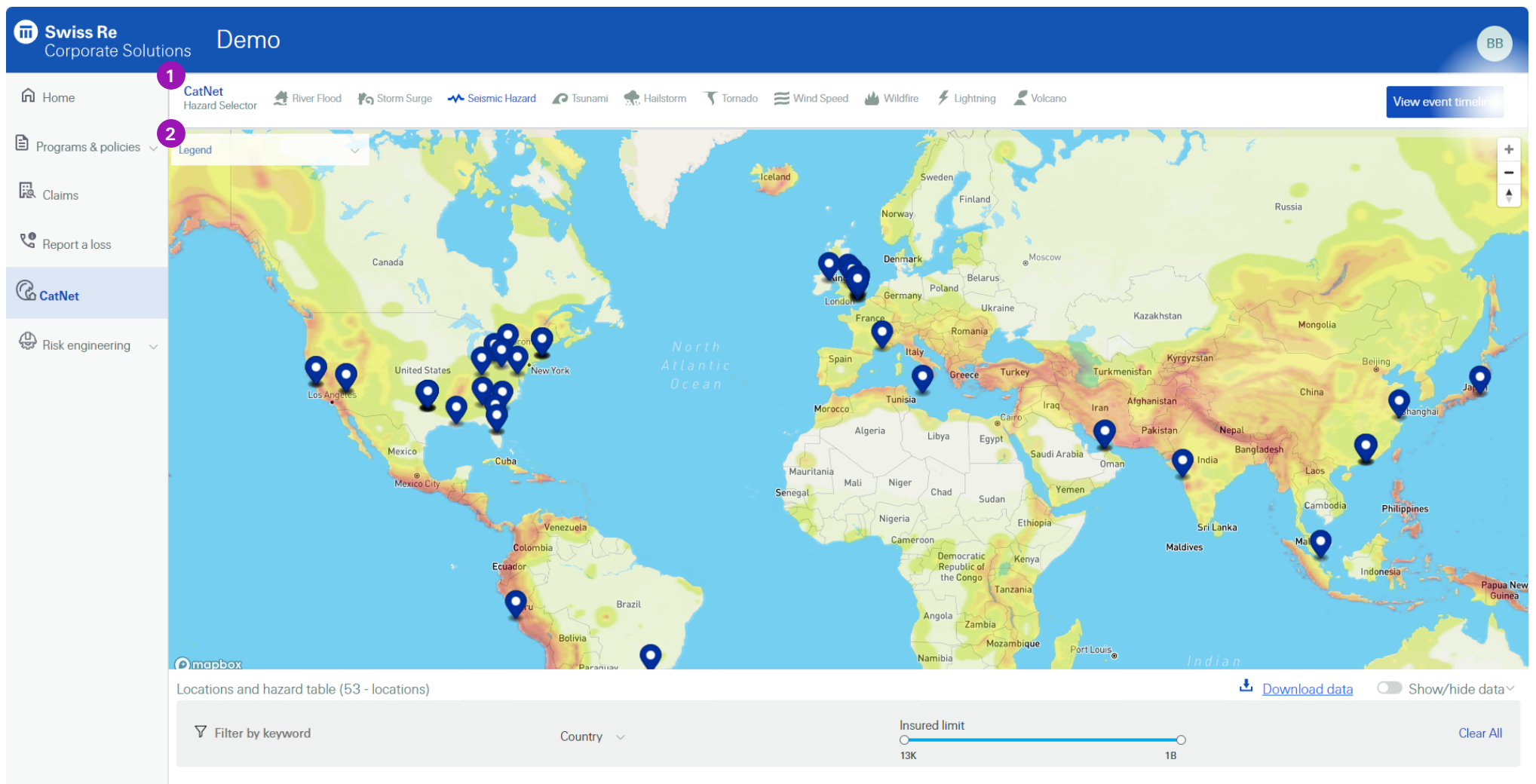
 Add another contact

Continue

Disclaimer: Data shown on print-screens is artificial data from the PULSE demo page



- 1 The CatNet section features a world map with all insured locations (for Property programs only).
- 2 By selecting a hazard, the exposure will be displayed on the map. A legend will provide you the exposure details.



- 1 By selecting a specific location the top three hazard exposures are visible.
- 2 The NatCat exposures are also available in a table format and can be sorted by hazard.


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CatNet
Hazard Selector
River Flood
Storm Surge
Seismic Hazard
Tsunami
Hailstorm
Tornado
Wind Speed
Wildfire
Lightning
Volcano

Sun Jul 07 2024 - Wed Aug 07 2024

Hide event timeline

1

Legend

Last month
Last 3 months
Last 6 months
Last 1 year
Custom

July 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Selected: Sun Jul 07 2024 - Wed Aug 07 2024

Cancel

Apply

2

mapbox

Locations and hazard table (53 - locations)

Download data

Show/hide data

Filter by keyword
Country

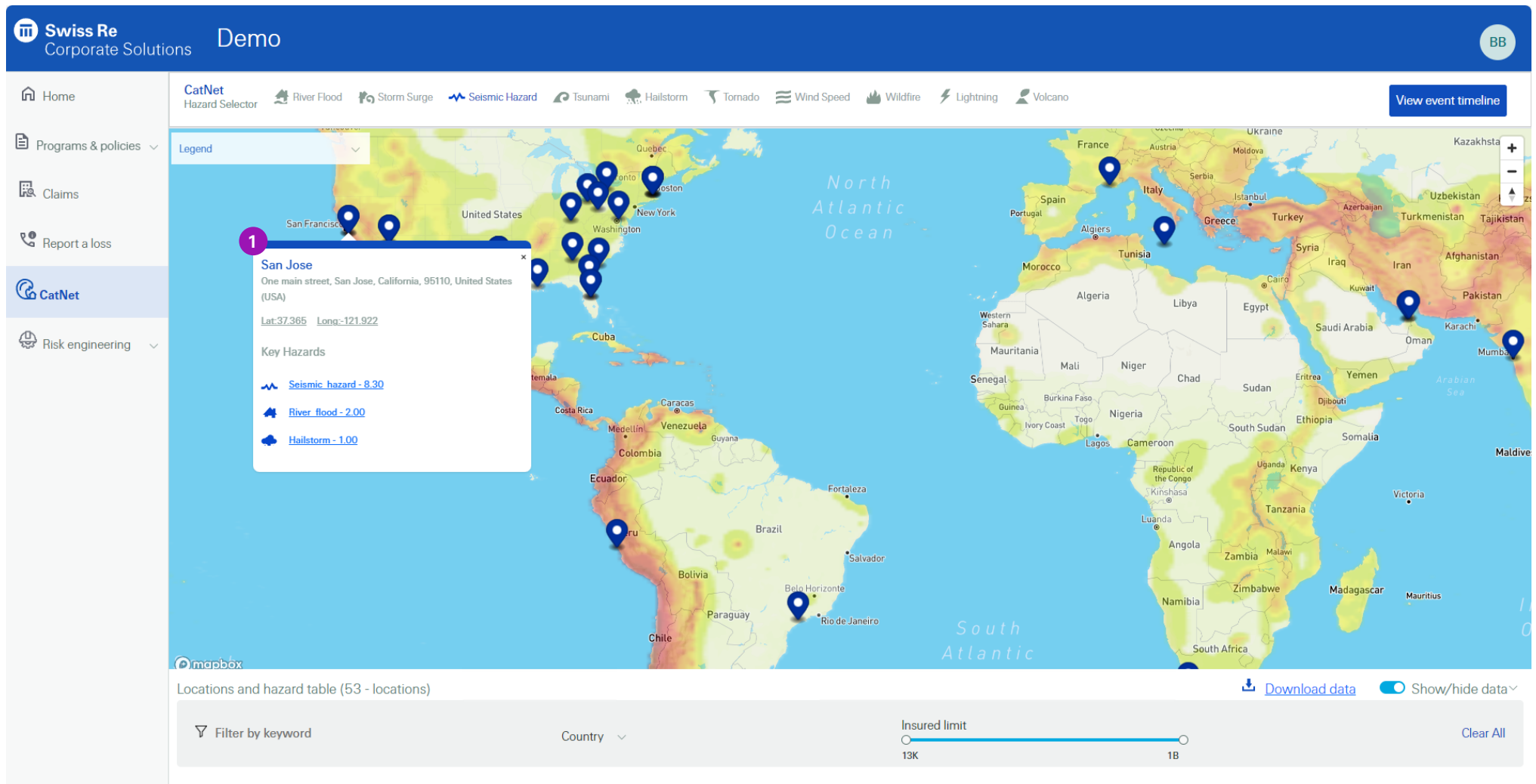
Insured limit

13K

1B

Clear All

- 1 For more information on NatCat events potentially impacting any of the insured locations, just turn on the current event toggle.





Risk engineering

- 1 The Customer Service Plan provides an overview of all the risk engineering site visits which are scheduled for your locations.

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Risk engineering

1 Customer service plan

Locations

All risk improvements

All documents

All impairments

Total site visits

7

Assessments

5 Planned

1 Report in progress

1 Complete

Site visits by date

Jan 2024 Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Jan 2024 - Dec 2024

August 2024

Mon Tue Wed Thu Fri Sat Sun

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30 31

Filters

Filter by keyword Country Location name Date range Clear All

JAN 2024 DEC 2024

Location name	Location address	Country	Date of visit	Status	Swiss Re inspection contact
Calgary Alberta - Calgary Alberta	1440, 0, Calgary Alberta, CAN	CA	28 Dec 2024	Planned	Mrs Smith

New

Contacts

James Simpson

Account Engineer

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+1 012 130 2900

Email

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Risk engineering

- 1 The Locations tab provides an overview of locations where Swiss Re engineers have conducted site visits.
- 2 All relevant risk engineering documents are available for download.

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Customer service plan

Locations

All risk improvements

All documents

All impairments

Filter by keyword

Country

Open risk improvements

Filters

Clear All

Site name	Country	Insured value	Last assessment	Open RIs
Baltimore - Maryland	US	\$119.66M	11 Mar 2024	
City Baltimore				
Completed risk improvements 3				
View site details				
Brampton Ontario - Brampton Ontario	CA	\$4.6M	11 Mar 2024	3
Calgary Alberta - Calgary Alberta	CA	\$957.92K	11 Mar 2024	3
Cincinnati - Ohio	US	\$80.37M	11 Mar 2024	2
Coquitlam British Columbia - Coquitlam British Columbia	CA	\$1.98M	11 Mar 2024	3
Dartmouth Nova Scotia - Dartmouth Nova Scotia	CA	\$383.78K	11 Mar 2024	
Dorval Quebec - Dorval Quebec	CA	\$13.24M	11 Mar 2024	3
Houston - Texas	US	\$1.49M	11 Mar 2024	3
London - Ontario	CA	\$685.09K	11 Mar 2024	3

Contacts

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Account Engineer

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Risk engineering

- 1 Risk improvements and their current status are listed.
- 2 There is also an option to share risk improvement updates directly via the PULSE portal with the Swiss Re engineer.

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Baltimore - Maryland

US Baltimore

Overview

Risk improvements

Documents

1

Risk improvements

3

0 open 3 completed

Property value

\$61.4M

USD

Business interruption value

\$58.26M

USD

2

Site assessment

Last assessment
11 Mar 2024

Location overview

Risk assessment summary

Recent activity

Risk improvement

Turbine Generator bearing Protection for Unit Nos. 1 and 2.

17 March 2024 at 11:16

Mr Jones

Updated to the internal systems are being reviewed and designed.

New

18 March 2024 at 12:16

Mr Jones

Installation is scheduled for next week.

New

Contacts

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Notifications

- 1 Access your account & notification settings or logout.
- 2 Change personal details and notification preferences.

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Profile

Personal details

Notification preferences

Select how often you'd like to receive email notifications

Monthly summaries | v

Save my settings

Select the types of notifications you would like to receive

Program and policies

Off On

Claims

Off On

CatNet

Alerts are currently only available as they happen

Off On

Risk Engineering

Off On

Summary emails are being sent by account

Notifications are only provided for in-force business

Notifications are currently only available for International Programs



Receive personalised notifications.



Notifications

- 1 With the personalised notifications you can receive timely updates around your policies, claims and risk engineering information.
- 2 Frequency and content of the notifications can be personalised in the user profile.

File Message Help Acrobat Tell me what you want to do

Corporate Solutions PULSE - Monthly program summary

CS Corporate Solutions PULSE

Swiss Re Corporate Solutions

ACME International Inc.

1 Your monthly PULSE summary

Click on the links to view details in PULSE portal

Property program (IB-00123)

Program and policy [↗](#)

- 23 Sep 2021 - Premium status of the Germany local policy changed to paid
- 27 Sep 2021 - New claim ID999998203 from Switzerland has been added
- 27 Sep 2021 - Premium status of the United Kingdom local policy changed to paid
- 28 Sep 2021 - United States (USA) master policy has been issued

2 If you'd like to unsubscribe from these emails or change your notification preferences please update your settings [here](#)

Sign up to our NatCat alerts.



NatCat alerts

- 1 Sign up for personalised NatCat alerts that tell you where and when global live events are happening, how they're trending and, most importantly, how they could potentially impact your business.

FileMessageHelpAcrobatTell me what you want to do

Corporate Solutions PULSE – NatCat Alert – Intensity Outlook

CS Corporate Solutions PULSE

1

CatNet current event warning

View live in PULSE

As of 20 October 00:00 UTC

Windstorm-Wind

TropStorm Bailu Forecast Wind Swath

- Advisory 07 (2019-08-22 2100z)

Impact summary

11.07 M

Assets ImpactedTotal insurable value (USD)

Top impacted assets

Site nameEvent intensity (3-sec Peak Gust(mph))

ReplyReply AllForward

(for Property programs only)

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corporatesolutions.swissre.com

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corporatesolutions.swissre.com/insights/apps-and-tools/pulse-risk-management.html