

# Advancing International Programs Together

International Program solutions for Property,  
Casualty, E&C, D&O, and Surety.

We provide consistent coverage worldwide backed by exceptional service, cutting-edge technology, and a longstanding global network of more than 150 countries.

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# Introduction



Change brings new opportunities – and unexpected complexities too. We want to be there to help you successfully navigate the global risks you face today, anticipate the challenges of tomorrow and find the best solutions to protect your business every step of the way.”



**William Porter**  
Head Property US and International  
Programs Americas



Our International Programs offering for Property, Casualty, E&C, D&O and Surety is entirely **built around your needs**. As markets around the world increase their regulatory requirements, understanding local nuances and providing our customers with coordinated and compliant solutions is critical.

We have put in place state-of-the-art systems, digital platforms, processes and service capabilities designed to meet your evolving needs and maintain control of the critical data exchange between all parties.

We continually invest in our people to ensure they're equipped to handle the intricacies of International Programs and understand the importance of going the extra mile to deliver exceptional service you'll appreciate.

You can benefit from our **global presence** and network, **world-class technology**, and a **high level of personal service**. Our customers are at the heart of everything we do.

## Our Service Commitment:

### Responsive

We care and are available to our customers and brokers and prioritize your needs. We reach out first and keep you informed. We handle things in a personal way.

### Reliable

Customers see us as a valued partner who understands their business. We're transparent about what we're able to do and by when. We offer superior service and deliver on what we promise.

### Results-focused

We offer solutions that meet our customers' and brokers' needs. We strive to define our appetite, innovate and share and apply our expertise and knowledge in ways that add value to your business.

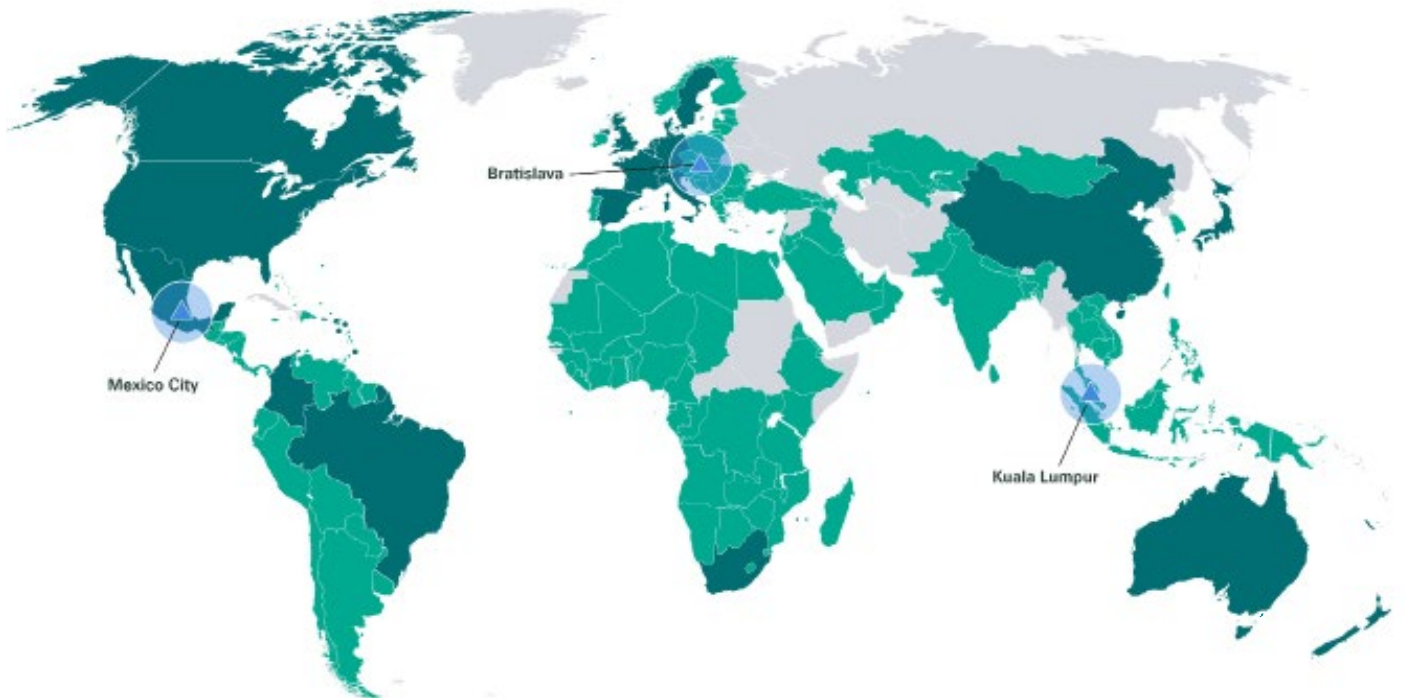
# Solutions Across Multiple Lines of Business

	Property	Casualty	D&O	E&C	Surety
<b>Asia Pacific</b>					
Australia	✓	✓	✓	Available soon	
Singapore	✓	✓	✓	Available soon	✓
China	✓	✓		Available soon	✓
Japan		✓	✓	Available soon	
<b>EMEA</b>					
Germany & Austria, Italy, Netherlands, Switzerland, UK	✓	✓	✓	✓	✓
France	✓	✓	✓	✓	Available soon
Spain	✓	✓	✓	✓	Available soon
Nordic countries	✓	✓	✓	✓	✓
South Africa	✓				
<b>North America</b>					
US	✓		✓	Available soon	✓
Canada	✓	✓	✓	Available soon	✓
<b>Latin America</b>					
Mexico	✓	✓			✓
Brazil	✓	✓	✓		✓

# The Swiss Re Global Network

Our offices around the world provide the global reach needed to service customers with international exposures.

150+ and growing



- Countries covered by Swiss Re Corporate Solutions offices<sup>1</sup>
- Countries covered by Network Partners (2025)
- ▲ Servicing Hubs

## Network partner selection

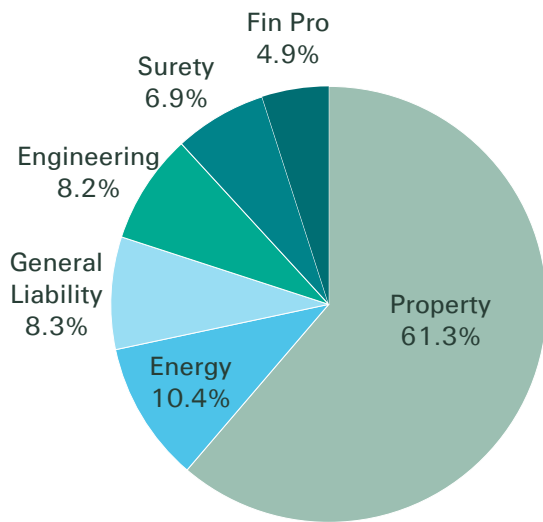
Our partners meet our three key selection criteria:

- 1 Operational capability
- 2 Local credibility
- 3 Financial stability

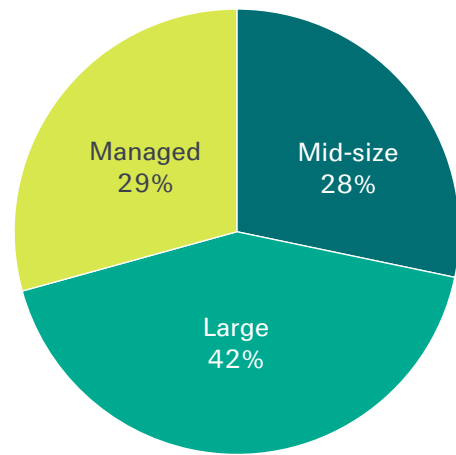
<sup>1</sup> Ukraine, Belarus and Russia: Local Policy Issuance capabilities currently suspended.

# International Programs Portfolio at a Glance

Premium by line of business

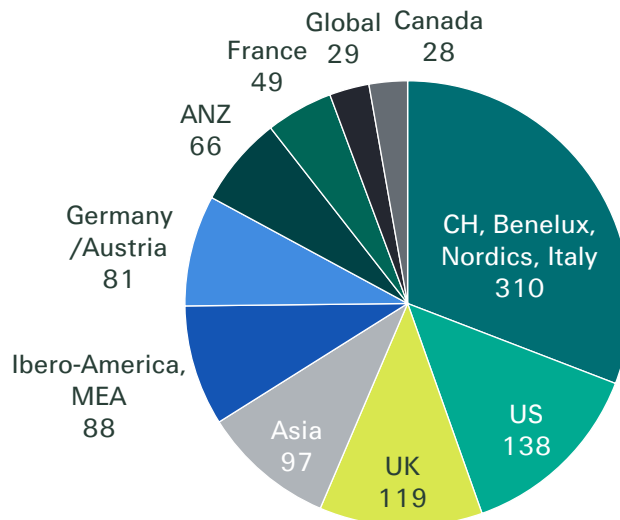


Premium by company size



Large corp. turnover - over USD 1.5bn  
 Mid-size turnover - less than USD1.5bn

Accounts by geography



# Service Excellence

We fully recognize that it's not just our knowledge, expertise and "what" we do that matters – but also "how" we do it in terms of attitude and mindset.

## Our five pillars for service excellence:

### 1 International Program Excellence

Providing expert advice directly to customers and brokers focused on compliance, coordination and control.

### 2 International Financial Management

Controlling and reporting on premium and claims flows around the world.

### 3 Global Network

Territorial coverage through a robust, well-managed network of local offices, leveraging our longstanding partnerships around the world.

### 4 PULSE. Simplifying Data, Work & Information Flow

State-of-the-art technology platform to connect our programs worldwide and manage complexity for our customers.

### 5 People and Processes

Our experienced people have designed superior processes and are committed to building a best-in-class proposition.



We put our customers and brokers at the heart of everything we do.



**Reto Collenberg**  
Head International Programs EMEA and APAC

# Unravel Complexities

## PULSE: Simplifying Data, Work and Information Flow

PULSE is a unique technology solution that manages the complexity of International Programs.

We're continuously investing in our state-of-the-art technology platform to orchestrate all activities and data flows from a risk assessment, program administration, risk engineering and claims management perspective. We've built a connected platform, which can integrate into your systems, to provide a new level of seamless administration and insights.

### Program structuring

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Our PULSE technology supports International Program structuring. Full integration into our underwriting systems enables a fast turnaround of quotes and policies.

### Knowledge management

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An integrated knowledge tool allows for compliance standards, tax and business rules to be incorporated directly into the underwriting and structuring process.

### Program transparency

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Our PULSE portal provides you with an online, real-time overview of your International Programs, including policy issuance, premium collection and claims status. You can access and monitor natural hazard exposure for your risks worldwide on the portal by using our proprietary CatNet<sup>®</sup> tool.



## We're committed to providing you with superior service in everything that we do. That's why we created our PULSE portal.

The portal allows you, and your broker, to monitor and manage your insurance program from one secure place. It combines several aspects of your insurance program onto one easy-to-use customer portal and gives you access to real-time information. You can review your policy, track premium payments, submit loss notifications, monitor claims, track progress of a risk improvement and much more.

Manage all aspects of your insurance program quickly and seamlessly from one secure place.

### Program & policy overview

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

### Weather & NatCat exposure

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

### Claims services

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

### Ongoing enhancements

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- We are continually gathering feedback from customers to help us develop the PULSE portal further
- We'll keep our clients informed of upcoming changes to the portal

### Risk engineering services

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- 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
- Collaborate with your Swiss Re engineer while implementing risk improvement recommendations
- Report and update your impairments directly in the PULSE portal



# One Form

Contract certainty for International Programs – award-winning Property and Business Interruption coverage, consistent around the globe. Efficiency, global compliance, consistent terms and conditions, global coverage clarity, local claims handling and maximum alignment between local and master policies are critical for our International Program Property customers. That’s why we created ONE Form. You can benefit from our standard wording for multinational Property and Business Interruption policies.

## How ONE Form can simplify your International Program:

### Standard wording

- **Broad state-of-the-art** Property and Business Interruption coverage
- **All Risks approach** and wide capability to sublimit specific perils
- **Flexible to meet customers’** coverage and limits needs
- **Compliant** with all applicable laws and regulations
- **Globally consistent** with the highest possible terms and conditions congruence among Master and Local Policies

### Framework

- **Highly flexible** coverage solution with a modular Master and Local policy concept
- **Congruence** between Master and Local policy, enabling the payment of local claims locally and facilitating tax & legal compliance around the globe
- **Increased** contract certainty: higher policy accuracy, faster issuance, reduction in unexpected claims from local policies due to unclear content

### IT-solution

- **Highly automated** policy issuance of Master and Local policies and timely policy issuance around the globe
- **Enhanced data flow** between systems, reducing error rates, increasing speed of policy issuance
- **Customer access** to account specific flood exposure via our PULSE portal and its proprietary CatNet® module

# Our Claims Commitment

How we service our International Programs clients

**Customers are at the centre of everything we do.**

We know that exceptional claims handling isn't just about the result, it's about the experience along the way.

Our mission is to provide a **seamless, dependable service** that **gives you confidence and peace of mind.**

## Our Claims Commitment

Your trusted partner in times of adversity and beyond

- Timely, reliable loss support
- Tailored help, clear communication
- Global strength, local expertise
- Partnership built on trust and innovation

## Claims Customer Relationship Manager ('CRM')

- Single dedicated claims contact for all claims
- Expert end-to-end management, including master policy and DIC/DIL claims
- Seamless global program coordination with customer-specific value-added services

## Claims Implementation Meetings

- Build a tailored claims handling plan
- Review specific claim scenarios & processes
- Introduce the Claims Customer Relationship Manager

## Claims Handling Protocol ('CHP')\*

- Tailor-made claims process
- Key primary and escalation contacts
- DIC/DIL handling process

## Network Partner Management

- Due diligence
- Pre-appointment of vendors
- SLAs and reporting

## 24/7 access via our PULSE Portal

- Claims submission
- Claims loss run
- Claims details and claims status

\* subject to customers' want and need



# Risk Engineering Services

Combining expertise and pragmatism, our Risk Engineering Services team can work with you in new and innovative ways to identify and mitigate complex risks across the globe.

Our tailored risk insights combine global and industry specific expertise with powerful data and analytics to help our customers manage risks, advance their business and build a more sustainable future.

- Powerful global analytics for forward looking risk management
- Flexible and collaborative approach designed to suit customers' needs, delivering standard and tailored services
- Out-of-the-box brainstorming and ideation, Property man-made and NatCat assessments, Employer/ Product/ Environmental Liabilities, Professional Indemnity and General/ Public/ Cyber Liability evaluations
- Dedicated account engineer, supported by a global team of risk engineers, to tailor a mutually agreed servicing plan to manage risk engineering activities
- Customer engagement team including Risk Engineering Services, Underwriting, Claims and Customer Management on every single account
- Deep industry expertise, providing loss prevention advice using a range of automated tools and technical standards to promote risk improvement
- Risk Insights to help you control and shape the risk landscape, combining the customer's expertise with our technical knowledge in applying global industry best practices



# Awards

## Excellence in Client Service

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Axco Global Insurance Awards 2025

## Excellence in International Programs Claims Management

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Axco Global Insurance Awards 2024

## Highly Commended

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### **New Joiner Training**

Axco Insurance Awards 2024

## Digital Experience Champion

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### **PULSE**

Excellence in Insurance Award, 2023

## Global Programme Innovation of the Year

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### **Insurance Solutions and Alternative Risk Transfer**

European Risk Management Awards, 2023



# Contacts

We're here to cut through the complexity of international insurance and strengthen your resilience worldwide.

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Book a Demo with our experts

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Swiss Re Corporate Solutions provides risk transfer solutions to large and mid-sized corporations around the world. Its innovative, highly customized products and standard insurance covers help to make businesses more resilient, while its industry-leading claims service provides additional peace of mind. Swiss Re Corporate Solutions serves customers from offices worldwide and is backed by the financial strength of the Swiss Re Group. Swiss Re Corporate Solutions offers products through companies that are authorized to provide the relevant type of (re)insurance or service in the relevant jurisdiction. The content of this site is not intended as a solicitation to purchase (re) insurance or non-insurance products.