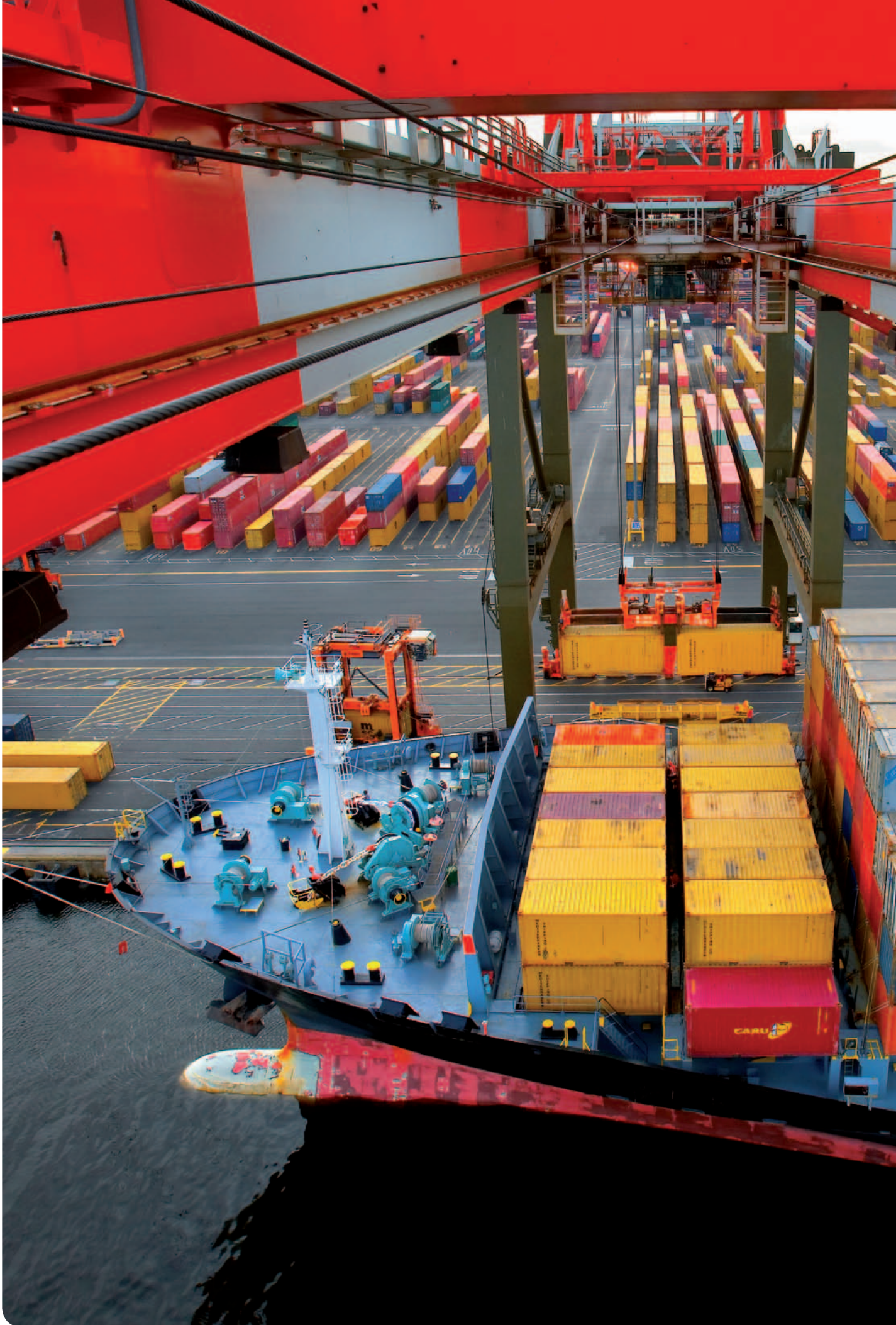


MARINE INSURANCE AND RISK MANAGEMENT

Helping you transport your goods safely, on time and on budget







HELPING MEET YOUR TRANSPORTATION NEEDS

Globalization has made our world smaller but at the same time highly complex.

Barriers between national borders have been reduced or removed in order to smooth the flow of goods, capital, services and labor. Marine insurance and business continuity play an increasing role in today's challenging business environment, and highlight the need for regulatory compliance. Disruption in the delivery of products can adversely affect your balance sheet through loss of sales, reduced customer loyalty and brand reputation.

Zurich is a global leader in marine insurance solutions and here to help you when it matters most. We understand the many challenges you face, and will use our experience and knowledge to tailor-make a program to help meet the specific needs of your business – enabling you to transport your goods safely, on time and on budget.

THE ANSWERS YOU NEED, LOCALLY AND GLOBALLY

The dynamic environment of world trade presents both opportunities and risks. Our solutions can help you maximize your benefits while managing the risks you face.



HELPING YOU TO REDUCE YOUR LOSSES

Our marine risk engineering specialists can tailor a loss prevention program to help you manage risks and minimize losses. A typical program may include:

- **Logistics assessments** are designed to help you protect your assets and control losses while they are in transit. This includes an analysis of risks to goods in intermediate storage, conveyance analysis, e.g. vessel quality analysis, as well as handling procedures.
- **Site risk assessments** are designed to help you protect your assets while they are in storage. This protocol assesses the physical attributes of the location and reviews inventory management and distribution, including an analysis of loading and delivery procedures.
- **Post-loss assessments** are designed to analyze trends and propose loss lessons with advice and recommendations to help reduce either the frequency or severity of future incidents. You receive a comprehensive presentation outlining the findings and recommendations for future loss prevention. The survey establishes the priorities for reducing the key risks and feeds into a management action plan.
- **Project Cargo risk services** can include analysis and advice on:
 - the risk posed by a project
 - sourcing of equipment
 - transport routes and location of the project
 - outlining modules that are considered critical due to their value and replacement time
 - identifying potential risk areas within the supply chain where this may have an impact on case, e.g. port blockages, strikes, transport routes or vessel capabilities.
- **Our consultancy and bespoke services** are designed to help meet your specific needs and can include:
 - specialized assessment and investigation – where there is a high need such as packaging or transportation issues, high value and time sensitive loads
 - procedural development – we can work with you to develop or enhance your existing procedures and service level agreements
 - provision of Risk Insights – You can request particular research or benchmarking activities specific to your organization or industry sector.



ZURICH CARGO RISK ACADEMY

LET THE ZURICH CARGO RISK ACADEMY HELP YOU REDUCE THE RISKS TO YOUR BUSINESS

Damage and delay in transit is a problem faced by all businesses involved in transportation of goods. Whether you are a global player or a domestic company, let the Zurich Cargo Risk Academy help you protect your business and employees.

EFFECTIVE LEARNING IN TUNE WITH THE RISKS YOU FACE

The Zurich Cargo Risk Academy offers online training covering a wide range of transportation risk management topics. The training is web-based and available in multiple languages, making it easy to ensure your employees around the world receive a consistent learning program.

Topics covered include:

- packing
- security of goods on road, air and water
- transporting dangerous goods
- container basics
- securing cargo
- employee perception and awareness
- knowledge of international trade regulations and terms
- warehouse fires and burglaries
- Project Cargo.

DEVELOPED BY EXPERIENCED SUBJECT MATTER SPECIALISTS

All courses have been developed by our professional marine risk engineers in association with leading academics to ensure the most valuable learning experience.

The modules are presented in a highly engaging way with graphics, real-life examples, games and short tests.

EASY TO ROLL OUT ACROSS MULTIPLE LOCATIONS

This web-based training is available in multiple languages to ensure that your employees around the world receive a consistent learning experience.

The prevention of damages has huge potential to help you reduce losses and costs, giving you greater control over your cost of risk.

Research suggests that effective employee training could lead to a reduction in the frequency of losses of up to 50% and savings on loss expenses of up to 10%.*

*Swiss Federal Institute of Technology Zurich, University of St. Gallen, 2010. These numbers only indicate the potential of prevention – results can vary, particularly at the beginning of the training.

YOU CAN FIND OUT MORE ON OUR WEBSITE AT
ZURICHCARGORISKACADEMY.COM

**COMPLIMENTARY
TO ZURICH
CUSTOMERS**

*A limited number of courses
will be offered free to
Zurich customers*

FLEXIBLE INSURANCE PROTECTION THROUGH A BROAD RANGE OF MARINE INSURANCE

From cargo, marine liability, hull, pleasure craft and temperature-controlled logistics to today's high-value shipments, Zurich can provide tailored insurance solutions. We will work with you to identify, assess, manage and control the uncertainties you face.

Cargo: Covers physical loss or damage to goods while in transit or in store. We can also provide consequential loss/delay in start up (DSU) cover on construction and infrastructure projects.

CASE STUDY: HELPING YOU TO REMAIN ON SCHEDULE

Zurich helped Sasol-Huntsman to remain on schedule by providing an integrated insurance and risk engineering solution to address the risks associated with moving a 700-ton factory component across Germany. Zurich helped to ensure the necessary precautions were taken and provided coverage for the entire journey. Visit our website at www.zurich.com/globalmarine to watch a video of this case study.



CARGO LIABILITIES/FREIGHT FORWARDERS LIABILITY

Covers the liability of carriers for the physical loss or damage to cargo while in transit. We can also assist carriers in selling cargo insurance to their customers, which can reduce liability exposure and generate additional revenue streams.



HULL AND PROTECTION & INDEMNITY

Covers ocean, coastal and inland vessels. We are able to help meet your specific requirements using our underwriting capabilities in North America and Australia.



PRIVATE & PLEASURE CRAFT (PPC)

Covers physical loss or damage for recreational marine craft along with associated marine liabilities. Zurich is the recognized market leader in the UK and we are extending this capability globally.

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FINE ART & SPECIE

Covers physical loss or damage to valuables during transport and also while in warehouse storage.

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MARINE LIABILITIES

Covers ship repairers, shipbuilders, port operators, terminal operators and charterers. Additionally, we can provide coverage for marine liabilities that may not be covered under your casualty program and use our capabilities in North America and Australia to meet your specific requirements.



INLAND MARINE (NORTH AMERICA ONLY)

Covers property in transit over land, during process of construction or installation, contractors equipment and other similar types of floating property, legal liability of domestic carriers for physical loss or damage to cargo in their possession, legal liability coverage for bailees and warehousemen for physical loss or damage to property in their possession, and other coverages related to transportation or communication.





EXPERIENCE AND PERFORMANCE IN GLOBAL CLAIMS HANDLING

Our global network of highly experienced claims teams offers a seamless claims service that we can tailor to your needs. We also work as one team with our customers' business partners.

If you need to make a claim, our local knowledge will help to protect your interests with:

- our global marine claims professionals, plus contractual relationships with worldwide networks of specialist marine claims handlers
- claims professionals with an average of more than 12 years of marine experience
- knowledge of local claims conditions, legal environment, business practices, culture and governmental regulations.

CASE STUDY: CREATIVE THINKING PRESERVES CLOTHING LINE AND CUSTOMER'S REPUTATION

When a customer's clothing line was exposed to water during shipping, Zurich's marine claims team implemented an action plan that utilized cutting edge industry reclamation techniques to deodorize and recondition the clothing. With Zurich's help, the clothing line was available for the new season and the relationship between the designer and retailer was not jeopardized.

GLOBAL AVAILABILITY THROUGH A GLOBAL FOOTPRINT

At the heart of Zurich's approach to international Marine programs is our proprietary International Program System (IPS). This application integrates customer data into one worldwide platform. It links Zurich's owned offices, hub offices and direct partner companies, enabling the steady flow of information necessary to manage international programs.

RECOVERY ACTIONS THAT HELP MINIMIZE LOSSES AND PROTECT ASSETS

We can advise on contracts with third-party logistics providers to help you maximize your rights at the outset of a claim.

Zurich Risk Engineering can help you establish carrier/logistic provider service level agreements that must be maintained in order to benefit from contractual liability limitations.

Our claims recovery specialists know local law and statutory regulation of potential responsible parties and work with you to help maximize subrogation efforts and third-party recoveries. They also work with salvage specialists to help you minimize losses and protect your assets.

Additionally, our specialists obtain security from potential responsible carriers before the departure of the vessel or arresting the vessel in order to obtain security to preserve financial interest and help collect future recovery awards. IPS integrates customer data into one worldwide platform. It links Zurich's owned offices, hub offices and direct partner companies, enabling the steady flow of information necessary to help manage international programs.

CASE STUDIES

PROTECTING YOUR RIGHTS IN THE EVENT OF A LOSS

A Venezuelan customer's cargo of grain was water damaged and unfit for consumption. Local Zurich marine claim staff ensured that a security was paid to the value of the damaged cargo before the ship could leave port. When the Venezuelan courts found the vessel's owners negligent, Zurich's action enabled recovery.

GLOBAL COORDINATION HELPS ENSURE SMOOTH OPERATION

After their contractor's ship was damaged in heavy weather, a customer needed to pay significant additional money for salvage and repairs to a chartered ship before their goods would be released. Through global claims coordination in Zurich's New Zealand, Morocco and London offices, the goods were transferred to another vessel and delivered resulting in minimal disruption to their operations.

WHY CHOOSE ZURICH FOR MARINE RISKS

Our understanding, global presence and extensive experience of the marine insurance and risk management environment mean there are significant benefits to choosing Zurich.



GLOBAL PRESENCE, LOCAL EXPERIENCE

With over 60,000 employees around the world and a network enabling us to serve customers in more than 180 countries and territories, Zurich is a truly global insurance carrier. Over 125 years of experience, a strong balance sheet and disciplined financial management have seen Zurich thrive in even the most demanding of times. We are one of the strongest and most widely spread marine insurers with more than 400 dedicated marine specialists around the world, and are capable of issuing policies and paying claims in around 180 countries and territories¹.

MEANINGFUL CAPACITY

We have significant underwriting capacity for marine products and can provide solutions for even the most complex risks, including centrally managed international programs.

TRANSPARENCY

Our Global Cargo Pricing Tool provides a consistent and fully transparent approach to cargo pricing.

SPECIALISTS IN RISK MITIGATION

We have a core global team of marine specialists with complementary areas of experience. This core team is backed up by a network of over 800 risk engineering specialists and consultants, enabling us to deliver local services on a global scale.

Zurich's Risk Engineers have extensive industry expertise in steel production, motor manufacturing, printing and paper, telecoms, and food, chemical and pharmaceutical production, to name just a few. We provide one of the largest technical risk management services in Europe, and the second largest in the US. Our risk engineers undertake 53,000 site and 155,000 risk assessments every year (numbers based on 2010 figures).

GLOBAL CERTIFICATE AVAILABILITY

Our online system allows you to access and issue your own certificates wherever and whenever you need them.

¹ Countries and territories as defined by the International Standards Office (ISO)



FOR MORE INFORMATION, PLEASE SPEAK WITH YOUR BROKER OR YOUR USUAL ZURICH CONTACT. ALTERNATIVELY, PLEASE VISIT [ZURICH.COM/GLOBALMARINE](https://www.zurich.com/globalmarine)

LOCALLY COMPLIANT POLICIES

Our market-leading proprietary Multinational Insurance Application (MIA) database gives you increased confidence that the policies protecting your land, sea and air shipments comply with all applicable local insurance and premium tax regulations.

We monitor changing legal and regulatory landscapes in all the jurisdictions where your company has exposures. The application provides frequently updated regulatory and premium tax information that supports underwriters in structuring and managing 'out of territory' policies and programs.

PEACE OF MIND

In the event of loss or damage, Zurich marine insurance helps you to protect your and your customers' financial interests. Our marine claims specialists can manage complex cargo claims quickly and effectively, and help to develop individual action plans for fast recovery while minimizing business interruption. Using Zurich's international network, claims can be handled locally in more than 180 countries and territories. In practice,

we provide you with the support of a coordinated global network of marine underwriters and claims professionals that works in a seamless and consistent way.

FINANCIAL STABILITY

Zurich Financial Services is one of the global insurance industry's most financially stable and strongest providers, with conservative investment and risk management strategies that help to ensure that we will have the strength to deliver for our customers when it matters most.

OPTIMUM RISK TRANSFER THROUGH OUR CAPTIVE SERVICES

Many multinational companies choose to use their captives to maximize their risk strategies and capital/cost administration. Managing your marine exposures through your captive not only supports this strategy, but also helps to diversify the risk portfolio of your captive as well. Zurich's Captive Services unit offers market-leading experience and capabilities to help make your captive strategy work.

This is intended as a general description of certain types of insurance and services available to qualified customers through subsidiaries within the Zurich Financial Services Group including:

In the United States: Zurich American Insurance Company, 1400 American Lane, Schaumburg, Illinois 60196.

In Canada: Zurich Insurance Company Ltd., 400 University Avenue, Toronto, Ontario M5G 1S7.

Outside the U.S. and Canada: (i) Zurich Insurance Plc, Ballsbridge Park, Dublin 4, Ireland; (ii) Zurich Insurance Company, Mythenquai 2, 8002 Zurich, Switzerland; (iii) Zurich Australian Insurance Limited, 5 Blue Street, North Sydney, NSW 2060, Australia and (iv) further legal entities, as may be required by local jurisdiction. Zurich does not guarantee a particular outcome and further assumes no liability in connection with the provision of services. Nothing herein should be construed as a solicitation, offer, advice, recommendation, or any other service with regard to any type of insurance product available at Zurich Financial Services Group. Certain coverages are not available in all countries or locales.

*Insurance is underwritten by Zurich Insurance Company Ltd. and other insurance company subsidiaries within the Zurich Financial Services Group including, in the US, Zurich American Insurance Company and its underwriting subsidiaries. Insurance product obligations are the sole responsibility of each issuing insurance company. For example, only the assets of Zurich American Insurance Company (and no other assets of the Zurich Financial Services Group) are available to meet its obligations for the performance of its products. This information is consolidated Zurich Financial Services Group financial information as of June 30, 2011, and is not audited. For more complete financial information, audited annual statements of the Group and information on the ratings of the underwriting companies of Zurich in North America, access www.zurich.com. No assurances can be given, and we make no representations, that such information has, or has not, changed since June 30, 2011.

Your policy is the contract that specifically and fully describes your coverage.

In contrast, the description herein gives a broad overview of coverages and programs and does not revise or amend a policy or program. Some coverages in the U.S. may be written on a non-admitted basis through licensed surplus line brokers. In the US, risk engineering services are provided by Zurich Services Corporation.

www.zurich.com

