

## COMMERCIAL CRIME FACTSHEET

Businesses are faced, now more than ever, with increased exposure to commercial crime. Thieves and fraudsters can include internal employees, external sources, or a combination of the two working together for their own personal gain.

### OUR SOLUTION

Commercial crime insurance provides broad coverage to ensure protection and peace of mind against a wide range of criminal activity. Zurich's recently re-launched, market-leading commercial crime wording offers the broadest external and third party definitions in the market:

- Internal and external crime cover
- Losses on or off the business' premises
- Cover for interest receivable or payable resulting from a loss
- Automatic cover for new subsidiaries and run off cover for ceased subsidiaries
- Extended claims reporting period of up to 12 months
- Primary or excess based.

Broad definitions of cover:

- Employee dishonesty, theft and fraud by employees
- Third party crime
- Forgery and counterfeiting
- Computer fraud and theft
- Theft of stock by employees in collusion with third parties
- Credit card fraud
- Cyber extortion.

### OUR APPETITE

We look at all risks and industries in conjunction with other financial lines products for existing relationship customers.

### WHY CHOOSE ZURICH?

#### - Financial Stability

Zurich Insurance Group, the ultimate parent company of Zurich Benelux, has an outstanding S&P rating of **AA-**. This rating reflects the sound financial position of Zurich which ensures the protection of your interest and our ability to fulfill any financial obligation we assume towards our insureds.

#### - INTERNATIONAL PROGRAMMES FROM ZURICH

Our global network and capabilities mean we can offer global Commercial Crime Insurance solutions covering multiple territories, in up to **180** countries. We co-ordinate and implement cross-territory programmes, leaving customers in control of their overseas coverage, therefore avoiding language, cultural and business practice barriers.

- Our award winning compliance tool, the **Multinational Insurance Application (MIA)**, brings clarity to complex multinational insurance programmes by ensuring alignment with all local insurance regulations and premium tax obligations.
- At the heart of our approach to international Commercial Crime insurance programmes is our proprietary **International Programme 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 programmes.

#### - CLAIMS EXPERTISE

We have adopted a customer centric approach to claims with Financial Lines claims at the heart of this. Our Financial Lines Claim team has dedicated **Financial Lines Claims Handlers**

- The team comprises of qualified and experienced insurance professionals with specialists in Commercial Crime claims to ensure the appropriate experts are always allocated to the case.
- Commercial Crime is a sensitive area with the potential of overlapping criminal investigations and formal claim investigations. Strong claims support is required, with a robust network of loss adjusters to help quantify any potential losses.
- We look to work on a collaborative basis with customers in order to drive a transparent strategy and ensure the appropriate outcome for both parties.
- The team are also supported by a panel network of both lawyers and adjusters from both the Benelux and global basis.