

# Multinational Client Service Practice

Our Commitment



Marsh's Multinational Client Service (MCS) Practice is committed to providing clients with seamless, quality service and superior advice in the development and management of global risk and insurance programs. MCS team members around the world work together to ensure that global programs are delivered in accordance with client expectations, needs, and standards — at all times.

Whether your organization is a member of the Fortune Global 500 or an emerging multinational, MCS has the people, expertise, knowledge, and commitment to serve you with distinction and help you achieve your risk management objectives. While each of our clients may have unique needs, they all see value in our industry leading multinational capabilities.

### **Marsh Global Network: Local, in-country service for your international options.**

**We serve you where you are today; and where you will be — fully supporting your existing operations and international growth, e.g. mergers, acquisitions, or geographic expansion.**

- 1,200 multinational client service colleagues worldwide.
- 500 offices serving clients in 130 countries via our leading owned global network, complemented by 30 correspondents.

**We deliver outstanding local service, policy placement, and advice.**

- Fully committed to serving the local subsidiaries of multinational companies through Marsh "incoming" teams around the world.
- Serve global program underlyers and stand-alone policies.
- Solutions for employee health & benefits through our Marsh/Mercer partnership.

### **A Proven Global Service Process**

**Our goal is to exceed your service expectations.**

- Adhere to our Multinational "Rules of the Road," which set forth the responsibilities and timeliness standards between your Marsh "home office" team and our international network.
- Designed special tools to guide the integration of mergers/acquisitions and to facilitate your geographic expansion.

**Coverage Expertise and Experience:** Optimal insurance program for your global risks — balancing coverage, cost, and compliance.

**We help you optimize program design, cover, and cost.**

- Serve 20,000 multinationals and their subsidiaries.
- Arrange 15,000 global programs each year.

**We employ our insights and insurer relationships to achieve the ideal program for you.**

- Deliver highly competitive coverage and premium results.
- Employ program analysis, benchmarking, and modeling.
- Draw upon proven and long-standing relationships with leading global and local insurers — we place over US \$50 billion in premiums annually.

**Insurance Regulatory and Tax Practice:** Awareness and guidance regarding the regulatory, tax, and coverage implications of your global programs.

**We help you understand the cost and coverage impact of alternative approaches to how you insure your international exposures.**

- Our Insurance Regulatory and Tax Practice is unique among insurance brokers.
- Consider admitted versus non-admitted coverage strategies.
- Proprietary "Global Program Workbook," which sets forth many of the key considerations informing coverage buying decisions.

**"Outbound" Expertise and Accountability:** Proactive support in structuring, implementing and managing your international insurance portfolio.

**We partner with you to proactively manage your international insurance programs—across coverages, around the world.**

- Provide an "International Risk Review"; a deep-dive analysis of your existing international insurances, resulting in recommendations to refine and optimize your program.

**Proprietary Multinational Technology and Tools:** Technology and tools that enable you to more effectively manage your international insurance portfolio.

We deliver and utilize industry-leading technology to support your decision making, international insurance portfolio management, and local servicing.

- Help you understand rules, regulations and local practices: *Global Insight*.
- Manage your multinational insurance programs effectively and efficiently; and summarize and evaluate your international policies: *Marsh Global Connect*.

**Proactive Claims Advocacy:** Support and advocacy from your broker, when claims occur.

We assist you in effectively addressing claims; helping you to gain the benefits of the insurance you purchase.

- Draw upon the experience and skills of 1,600 claims colleagues in 84 countries handling more than US \$20 billion in claims transactions.
- Report over 750,000 claims per year.

We commit to use these capabilities to deliver the best international insurance program for each of our clients. For additional information or if we can assist in any way, please contact your Marsh team or a member of our Multinational Client Service leadership team as listed below.

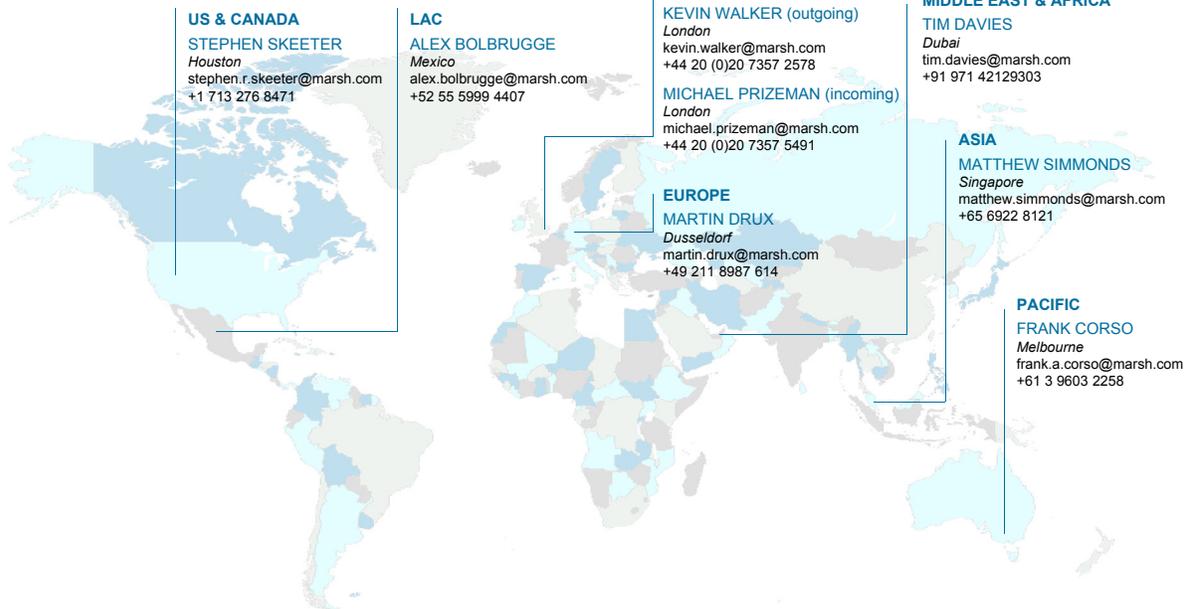
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For more information about MCS and other solutions from Marsh, visit [marsh.com](http://marsh.com), or contact your local Marsh representative.



Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

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