

OUR GLOBAL CLAIMS TEAM:

HANDLES PRIMARY AND EXCESS CLAIMS FOR property, casualty, surety, professional, management and healthcare liability products.

HAS EXTENSIVE SPECIALIZED EXPERTISE by line of business and claim type.

IS COMMITTED TO THE HIGHEST LEVELS OF professionalism, responsiveness and good faith in claims handling.

BELIEVES THAT THE CLAIMS RESOLUTION PROCESS WORKS BEST when disputes with insureds are minimized and the focus is on defending and resolving claims by third parties.



Allied World has been a strong partner of Verizon's for a number of years, on both standard property policies as well as difficult to write coverage. The Sandy claim has again proven to be a testament to Allied World's claims services. We received loss recoveries on multiple Allied World policies within two weeks of signing proofs of loss.

DAVID G. CAMMARATA

Assistant Treasurer Risk Management and Insurance Verizon Communications, Inc.

While price always matters, in this instance SERVICE, RELATIONSHIP AND GREAT PEOPLE played the major part in renewing the business.

"I received information from my retailer which provides good insight as to why the hospital insured made the decision to renew with your company. What makes their decision even more important is the fact that they had the option to go with a lower cost carrier. While price always matters, in this instance service, relationship and great people played the major part in renewing the business. I thank you for practicing what you preach... Well done!"

PETE GERMAIN, Vice Chairman

Sullivan Brokers Wholesale Insurance Solutions



OUR APPROACH: THOUGHTFUL & DELIBERATE

INSIGHTFUL. PROACTIVE. DILIGENT WORK ETHIC.

Open dialogue and partnership with our insureds during the entire claims-handling process.

At Allied World, these aren't just claims department catch phrases. We mean what we say. More importantly, we follow through.

We value partners that share our long-term vision on insurance and at the same time, demonstrate the flexibility to adapt to our changing business needs. **Allied World has been a trusted partner for many years** with a proven track record in claims handling.

ROBERT SPITZ, Head of Corporate Insurance Lines Siemens Financial Services GmbH

GE seeks to partner with strong insurers for the long-term; insurers which are capable and willing to work with GE in developing solutions to meet our evolving needs, and are committed to supporting their promises by working collaboratively with their insureds on claim strategy and management and ultimately towards effective claim settlement. Allied World has been that type of partner for GE for nearly a decade.

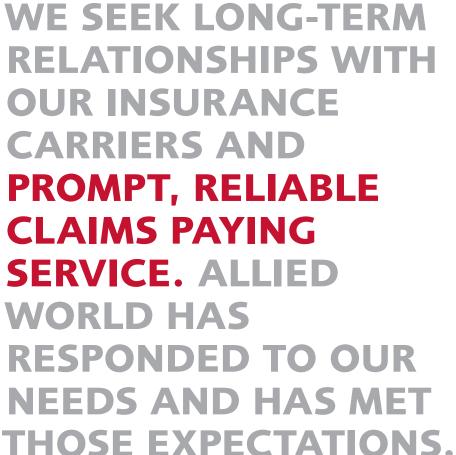
STACEY REGAN, Deputy Treasurer General Electric Company (GE)



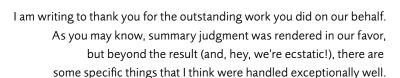








KEVIN J. BURRIN, Director, Risk Management Burlington Northern Santa Fe Railway (BNSF)



FIRST, YOU GAVE US GOOD ADVICE REGARDING HOW TO HANDLE THE CASE. SECOND, YOU DID AN EXCELLENT JOB IN GUIDING THE SELECTION OF OUR COUNSEL... IT WAS REALLY

ABOVE AND BEYOND THE CALL OF DUTY.

Since we were all in agreement on the merits of the case, it really gave us a united front and strong presence at mediation. We were the recipients of some outstanding service and you should be thanked for that.

RICHARD S. PITTS, VP and General Counsel Arlington/Roe & Co., Inc.

WITHOUT QUESTION, THE TEAM... PROVIDES SUPERB SERVICE, AT EVERY LEVEL, SUCH THAT WE CAN RECOMMEND THEM WITHOUT HESITATION.

I have been impressed with your proactive approach toward litigation. I have found that, as an active trial attorney, such an approach often results in early disposition of claims and highly effective results. Not only is your staff always available for input and guidance, but they, unlike some competitors, take into consideration the wishes of their clients.

MICHAEL BRAND, Partner Cole. Scott & Kissane. P.A.





UPS always seeks to partner with insurers that are **willing** and able to participate across multiple coverage areas and that have proven tactical claims expertise and response. Our experience has been that Allied World is that type of partner.

PATRICK POWER, Senior Risk Manager United Parcel Service. Inc.

The University of California (including our ten campuses, five medical centers and 170,000 employees serving over 200,000 students) has been insured with Allied World for six years. In that time, **we've found a partner who understands the general and healthcare liability environment and proactively responds to our needs.** Not only has Allied World been very supportive of our loss prevention efforts, they have provided expert resources for loss mitigation in the event of claims or lawsuits. We are glad that Allied World is part of our program.

GRACE M. CRICKETTE, ARM, SPHR, CCSA, CSHM, Chief Risk Officer **TERRI KIELHORN**, Risk Manager Professional Liability **CHERYL LLOYD**, Risk Manager General Liability University of California

IT'S DIFFICULT TO PLEASE EVERYONE... BUT WE CONSISTENTLY HIT THE MARK. LET THE NUMBERS TELL OUR STORY:

99.9% PERCENT WITHOUT OF CLAIR

PERCENTAGE OF CLAIMS RESOLVED WITHOUT A COVERAGE DISPUTE

91%

OF CLAIMANTS RESPONDING TO OUR 2017 SATISFACTION SURVEY ARE "SATISFIED TO EXTREMELY SATISFIED" WITH ALLIED WORLD'S CLAIM SERVICE

90%

OF CLAIMANTS RESPONDING TO OUR 2017 SATISFACTION
SURVEY ARE "LIKELY TO EXTREMELY LIKELY"
TO RECOMMEND ALLIED WORLD TO A FRIEND OR
COLLEAGUE BASED ON THEIR CLAIM EXPERIENCE



CONTACT US

For more information, please visit us at www.alliedworldinsurance.com/claims_insurance.

Asia

HONG KONG

22/F, One Island East Taikoo Place 18 Westlands Road Quarry Bay, Hong Kong +852 2968 3000

LABUAN

Level 8(B), Main Office Tower Financial Park Labuan Jalan Merdeka 8700 Labuan F.T. Malaysia +603 2078 3188

Suite 9-02, 9th Floor, Menara Hap Seng Letter Box 77, Jalan P. Ramlee, 50250 Kuala Lumpur Malaysia +603 2078 3188

SINGAPORE

8th Floor

60 Anson Road #08-01 Mapletree Anson Singapore 079914 +65 6631 2500

SINGAPORE TREATY

138 Market Street #05-02 CapitaGreen Building Singapore 048946 +65 6631 2500

SYDNEY

264 George Street Australia Square Level 21 Sydney, NSW 2000 +612 8015 2500

Bermuda

27 Richmond Road Pembroke HM 08 +1 441 278 5400

Canada

200 King Street West Suite 1600 Toronto, ON M5H 3T4 +1 647 558 1120

Europe

DUBLIN

3rd Floor Georges Quay Plaza Georges Quay Dublin 2 Ireland +1 353 1 436 1400

LONDON

20 Fenchurch Street 18th & 19th Floors London EC3M 3BY England +44 207 220 0600

ZUG

Gubelstrasse 24 Park Tower, 15th Floor 6300 Zug, Switzerland +41 41 768 1080

United States

ATLANTA

3424 Peachtree Road NE Suite 550 Atlanta, GA 30326 +1 678 704 8400

BOSTON

160 Federal Street 6th Floor Boston, MA 02110 +1 857 288 6000

CHICAGO

311 South Wacker Drive Suite 1100 Chicago, IL 60606 +1 312 646 7700

COSTA MESA

600 Anton Boulevard Suite 1020 Costa Mesa, CA 92626 +1 657 859 3300

DALLAS

Addison Circle One Suite 1025 15601 Dallas Parkway Addison, TX 75001 +1 469 248 4000

FARMINGTON

1690 New Britain Avenue Suite 101 Farmington, CT 06032 +1 860 284 1300

LOS ANGELES

550 South Hope Street Suite 1825 Los Angeles, CA 90071 +1 213 416 1400

MIAMI

800 Brickell Avenue Suite 802 Miami, FL 33131 +1 786 362 8000

NEW YORK

199 Water Street 23rd, 24th, 25th & 26th Floors New York, NY 10038 +1 646 794 0500

PHILADELPHIA

United Plaza 30 South 17th Street Suite 1600, 16th Floor Philadelphia, PA 19102 +1 267 800 1800

SAN FRANCISCO

100 Pine Street Suite 2100 San Francisco, CA 94111 +1 415 262 8170



alliedworldinsurance.com

This information is provided as a general overview for agents and brokers. Coverage will be underwritten by an insurance subsidiary of Allied World Assurance Company Holdings, AG ("Allied World"). Such subsidiaries currently carry an A.M. Best rating of "A (Excellent)." Coverage is offered only through licensed agents and surplus lines brokers. Actual coverage may vary and is subject to policy language as issued. Risk Management services are provided or arranged through AWAC Services Company a member company of Allied World.