

## Frequently Asked Questions

### Global Markets & Passport

#### What does the formation of Global Markets and the enhancements to Passport mean?

Chartis has established one unified organization, Global Markets, which integrates the U.S. and International underwriting operations for our multinational customers. Passport, Chartis' multinational platform, will be managed by Global Markets.

The Passport platform connects the various parts of our organization that must perform in a coordinated fashion to successfully service a multinational account. Specific elements of the platform include relationship management, multinational program design and coordination with underwriting units, service and systems, data management, loss control and claims relationship management. The service functions previously provided by Global Client Services Division, will now be provided by Global Markets.

#### What products can be accessed from the Passport platform?

The Passport platform includes Chartis commercial lines products such as casualty, property and financial lines.

#### Will my Chartis contact(s) remain the same?

Yes. The platform is designed to assist our relationship managers and underwriters in providing clients with seamless customer service.

#### How are claims handled with Passport?

Claims will be handled by our 9,000 claims professionals located throughout our network. We also continue to improve global claims reporting to provide clients with up-to-date loss reporting through our Intellirisk system.

### Chartis' Network

#### What makes Chartis different from other companies offering similar programs?

Chartis' network of over 90 owned/managed operations is unrivalled, and enables us to provide consistent service throughout the world. In addition, Chartis has over 90 years of underwriting and claims experience, and has been operating in many countries for more than 30 years - - much longer than many of our competitors. We are experienced in navigating the nuances of various local regulatory, underwriting and claim environments.

#### What is a "friendly front" company?

In a country where Chartis companies are not licensed to conduct business, we maintain relationships with locally licensed insurance companies. These companies work with us to offer our clients the desired level of coverage on specific lines of business. We currently have relationships with these "friendly front" insurers in more than 70 countries.

## Frequently Asked Questions, continued

### Multinational Programs

#### What is the difference between a global policy and a controlled master program?

A global policy is a single policy with a worldwide coverage territory and no coordinated local policies (sometimes referred to as underlyers). A controlled master program is comprised of a master policy providing Difference in Conditions (DIC) and/or Difference in Limits (DIL) coverage with a worldwide coverage territory, as well as coordinated local policies issued in all or some countries where the customer conducts business.

#### What information do you need to provide a local underlyer and how does the process work?

Our underwriters in each line of business will work with you to determine your specific needs. Traditional underwriting information will be required, such as subsidiary names, addresses, exposure information and appropriate loss experience.

Service teams will coordinate all policies necessary for your program, both master policies and local policies around the world. The goal is to have all policies issued as expeditiously as possible, generally no later than 60 days following binding, assuming timely receipt of complete information.

#### How do I find out which specific countries require a local policy?

We encourage you work with your insurance and legal advisors and local Chartis experts to assess specific country requirements and design a program that best suits your business needs. For more information, please contact us at [passport@chartisinsurance.com](mailto:passport@chartisinsurance.com).

#### What policy forms will be used for a local policy?

Through the years we have relied on our extensive worldwide expertise to develop, and continually enhance, our policy forms to address local needs. Our coverages are designed to be competitive in local markets and to protect the customer from local risks. We can also work with you to tailor the coverage to suit your needs.

#### What is freedom of services (FOS)? How is Chartis addressing this issue?

Freedom of services is established by various European Union Directives, and essentially permits certain cross-border activities throughout the European Economic Area (EEA). With respect to insurance, carriers with FOS rights may provide a single insurance policy to a customer covering activities and operations throughout the EEA (as opposed to having to issue individual policies in each such country). A single FOS policy, however, must still adhere to the requirements of the country within which it was issued, as well as each individual country where risks are covered, which may present some challenges. Chartis has FOS capabilities and can thus offer either FOS policies or individual local policies in the EEA.

To learn more, contact us at [passport@chartisinsurance.com](mailto:passport@chartisinsurance.com) or visit [www.chartisinsurance.com](http://www.chartisinsurance.com)

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Chartis is a world leading property-casualty and general insurance organization serving more than 45 million clients in over 160 countries and jurisdictions. With a 90-year history, one of the industry's most extensive ranges of products and services, deep claims expertise and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage virtually any risk with confidence.

Chartis is the marketing name for the worldwide property-casualty and general insurance operations of Chartis Inc. For additional information, please visit our website at [www.chartisinsurance.com](http://www.chartisinsurance.com).

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