

RecallResponse®



The threat of a product recall is becoming increasingly prevalent for many industries. Whether voluntary or involuntary, a product recall can be very costly—not only to a company’s balance sheet but also to its brand reputation. A product recall can affect all companies involved in the commerce chain, including processors, distributors and retailers.

RecallResponse®, provided by WorldSource, a division of Chartis, offers the flexible coverage needed in order to protect a company against this risk. Each policy is tailored specifically for each client based upon individual needs and considerations, including quality control measures, past recall history, packaging processes and current recall protocols.

Coverage Highlights

- Comprehensive coverage is provided for a product recall that results in, or creates a threat of bodily injury or property damage.
- First-party covered recall expenses include:
 - > Cost of notifying customers of a recall
 - > Cost of shipping and disposing of the recalled product
 - > Extra warehouse expenses
 - > Costs associated with the refunding, repair or replacement and shipment of a new product back to the customer
- Third-party compensatory damages contractually required to pay by a distributor or purchaser of a recalled product are also covered.
 - Third-party covered compensatory damages include:
 - > Cost of repair of the third-party’s product
 - > Business interruption caused by the recall
 - > Damage to the brand reputation of the third-party
 - > Defense costs incurred as the result of any claims made from the product recall
 - Additional coverage enhancements are available upon request, including coverage for the costs associated to refund, repair or replace a product and the costs associated with impaired property.

Why Choose WorldSource:

Market Commitment

- Risk appetite
- Unwavering capacity
- Unique expertise
- Decades of experience

Claims Capabilities

- Dedicated service center
- Proven specialist network
- 24/7 availability
- Best-in-class crisis response

Expert Consultants

- Pre-incident training
- Global reach
- Unmatched value-add
- Educational resources

Strategic Partnerships

We have formed strategic partnerships with best-in-class consultants to aid in the handling and mitigating of product recall risks.

- Edelman, a leading global public relations firm, has substantial expertise in product recall issues to assist clients and protect their long-term reputation. Specialists provide clients with the best possible strategy during the first 24-hours of a crisis, when a client's reputation can be enhanced or irreparably damaged.
- NSF-Cook & Thurber (NSF) is a market leading third-party food safety and quality auditing company that specializes in customized audits of process systems, sanitation, good manufacturing practices and facility biosafety programs. NSF can provide clients with food and safety consulting services such as expert witnesses, food safety program review and laboratory analysis immediately after a notice of loss.

Target Classes

RecallResponse is designed to provide coverage for the following classes:

- Ingredient manufacturers and suppliers
- Flavors and fragrance
- Food and beverage manufacturers or distributors
- Meat or seafood processors
- Chemicals (food and cosmetic grade)
- Pharmaceuticals (over the counter and contract manufacturers)
- Medical devices
- Packaging product manufacturers
- Educational toys

Advantages and Benefits

- Dedicated claims personnel are available from the first notice of loss and can provide global support.
- Our unwavering capacity is available up to \$10 million.
- We have strong relationships with market-leading independent adjusters, forensic accountants and coverage counsel around the world available to assist with understanding local government product regulations and requirements.



Chartis is a world leading property-casualty and general insurance organization serving more than 40 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.

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