

Global Corporate & Commercial

# Claims

We speak your language



# What's keeping you awake at night?

Claims don't have to be complicated.  
Let us keep things simple for you.

Worried about emerging or unknown risks?  
Feeling unprepared for the claims process? Don't know what you're expected to do in the event of a major claim?  
We know it's important for you to feel confident that you're appropriately covered and familiar with the way your insurance policy will respond to a claim.



Future impacts



Slow response times



Emerging cyber risks



Inappropriate coverage



No claims preparation





Unknown risk



New technologies



Confusion about  
how to file a claim



Risk management



Lack of support

**You don't have to worry:  
we're here to help.**

We're familiar with the risks you're facing. We'll address your questions before a claim occurs, making sure you have the right solution no matter what happens. We'll help you prepare all your claims, large and small. We'll explain how your policy will respond to a claim, and activate our teams quickly when a claim arrives so that they can support and guide you through the claims handling process. Our solutions mitigate the impact risks can have on your business.

**At Generali Global Corporate & Commercial,  
we speak your language.**

# At Generali, your challenges are our business

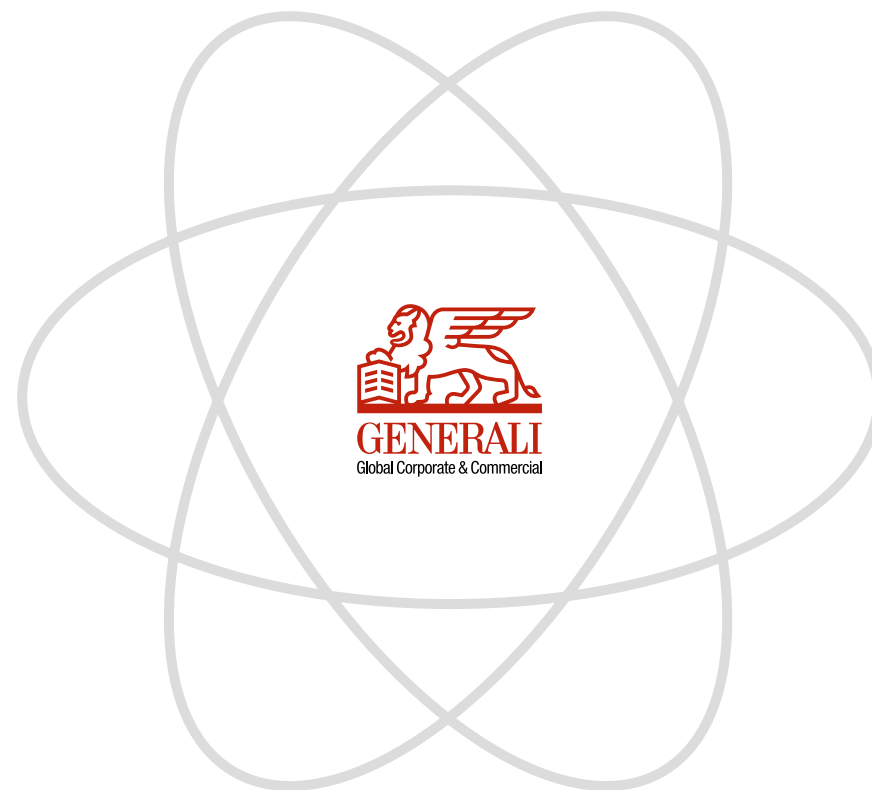
It's about partnership. Our goal is to give you personalized service, not only when you file a claim, but well before problems arise and well after your claim is resolved. You'll know what you need to do to address a major claim before disaster strikes. You'll be able to minimize negative impact, and gain insight on how to avoid the next big problem.

We want to make you feel safer than ever before.

We leverage experts in other departments like Loss Prevention and Multinational Programs, meeting with you and your broker in advance to learn more about your challenges, concerns and ongoing projects so that we can defuse threats to your business before they materialize.

We **SPEAK**  
your  
language

We speak your language, partner with your company and use our global experience, local knowledge and sector insights to promote your company's interests.





**HELPING** your  
business **succeed**

You'll appreciate the advantages of our personalized, proactive, transparent communication. We'll plan regular meetings with you, sitting down together to explore and address potential areas of uncertainty and concern regarding claims management. We'll listen to you, then carefully explain your claims process so that you know what you need to do, and when, in the event of a claim or crisis.

Claims shouldn't be complicated. Our goal is to help you prepare for them and make things simple. Our expertise and experience will help you efficiently deal with changing environments.

**ADDING VALUE**  
beyond **the policy**

It's about going beyond standard claims handling, helping your company operate efficiently and saving your business after a claim. As part of our Claims Boutique Service, our claims handlers will bring in other Generali experts from departments like Loss Prevention and Multinational Programs who can provide quick answers and insights for the full range of risks your business is facing. Thanks to our vast experience, we can highlight potential areas of concern regarding claims handling, proposing enhanced technical solutions targeted to specific needs.

Your company can continue to run smoothly while the claim is filed and well after it has been resolved.

**AGILE, FLEXIBLE**  
and **ADAPTABLE**

Don't worry, we speak your language. Our global reputation is built on solid insurance expertise, backed by sound advice, ongoing support and a human touch.

We take every opportunity we can to innovate our services, tailoring and adjusting them to add value to our partnership with you.

Our aim is to bring our experts and claims specialists to your side immediately. They'll help and guide you through the claims handling process, minimizing negative impact.

# Insurance tailored to your needs

We're dedicated to handling your claims professionally, appointing the most appropriate adjusters and lawyers and providing the best claims strategy to meet your expectations. Generali can boast a high-quality, proactive network of empowered people all over the globe, and we put them at your disposal not only for international claims management, but for local relationships with you and your broker.

**Claims Boutique Service** is our high-end service: an approach to serving clients that sets us apart. Before anything can happen to your company, we'll bring your broker, the claims team, Loss Prevention specialists and Multinational Program experts to the table with you.

First we'll listen to you, exploring your needs and concerns, learning about major projects you're heading, and clarifying what you expect from Generali. Then we'll help prepare you to handle risk. We'll propose solutions for crisis management, loss prevention and multinational services. We'll explain how any eventual claims will be handled, outlining various claims scenarios until you're confident you know exactly what to do in the event you have to submit a claim.

# Claims Boutique Service

**FAST, STREAMLINED  
& WORRY-FREE**

**EXPERTS FROM  
ACROSS GENERALI**

**SWIFT  
RESPONSE**

**SPEEDY CLAIMS  
RESOLUTION**

**ADVANCE  
PREPARATION**

**PEACE-OF-MIND**

**RELIABLE  
PARTNER**

**TAILORED  
SERVICES**

**TECHNICAL  
SOLUTIONS**

**PERSONALIZED  
SERVICE**



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