

*YOUR LIFETIME
BUSINESS PARTNER*

CLAIMS MANAGEMENT PROPOSITION

Turning complex claims challenges into clear,
coordinated solutions.



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GC&C AT A GLANCE

GLOBAL COORDINATION. LOCAL INSIGHT. TRUE PARTNERSHIP.

Generali Global Corporate & Commercial (GC&C) is Generali Group's **global business unit**, specialised in Property and Casualty (P&C) products, services and Specialty Lines for **medium-large companies**.

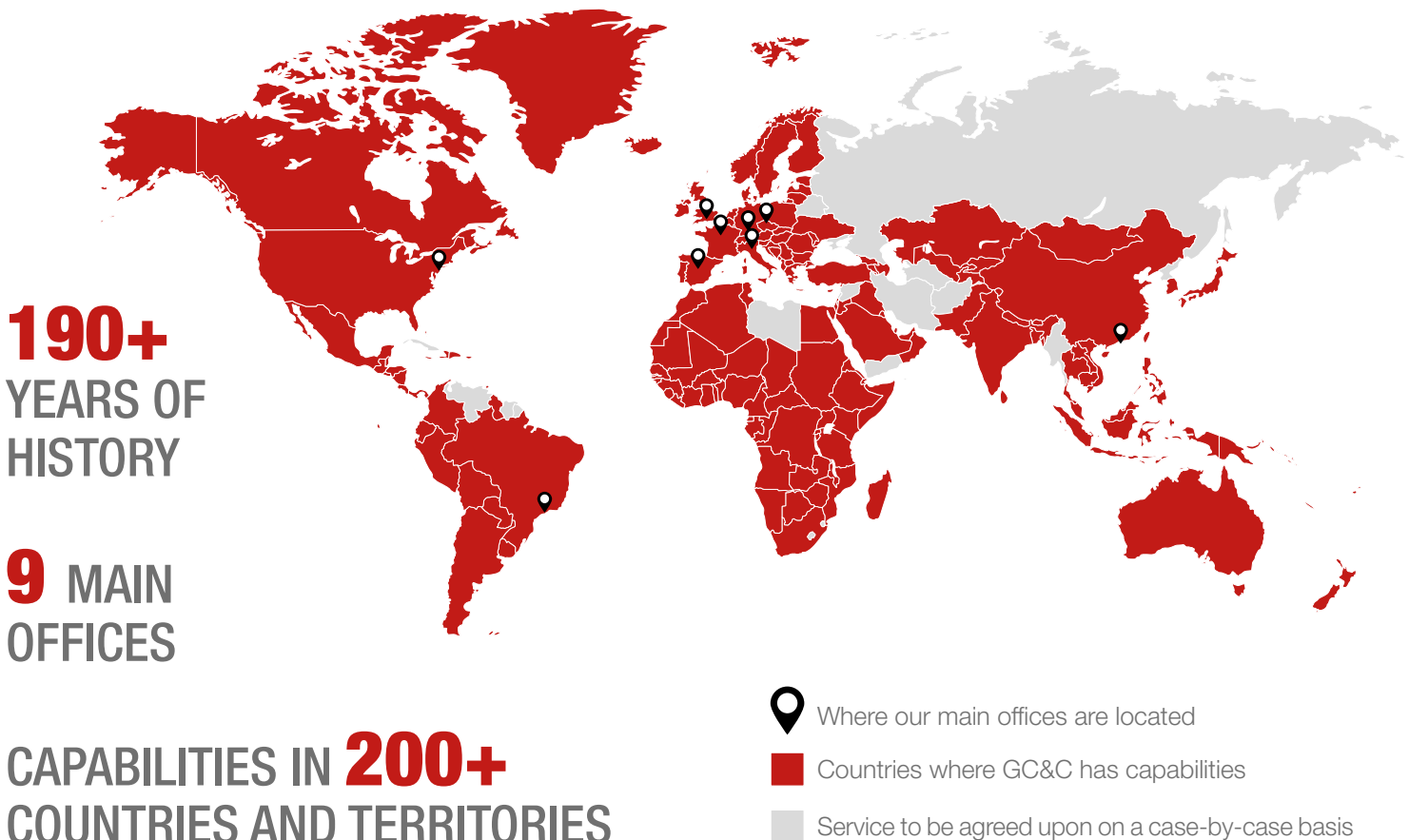
Founded in 2013, GC&C builds on Generali's **190+ years of history** of protecting what matters most to our clients. We focus on insurance solutions for corporate and commercial clients, combining **technical excellence** with the **human touch** – as a true **Lifetime Business Partner**.

We act on a **global scale** through a central management team, combining **global expertise** with **local insights**.

Through our committed people and underwriting expertise, we deliver **service excellence** and put clients at the heart of everything we do.

We know that right here, right now, is the only place the future is built. That's why our focus is on providing **tailored products**, **attentive service**, and **data-driven advice** to ensure our clients are prepared for what lies ahead.

DISCOVER OUR GLOBAL FOOTPRINT AND EXPERT CAPABILITIES

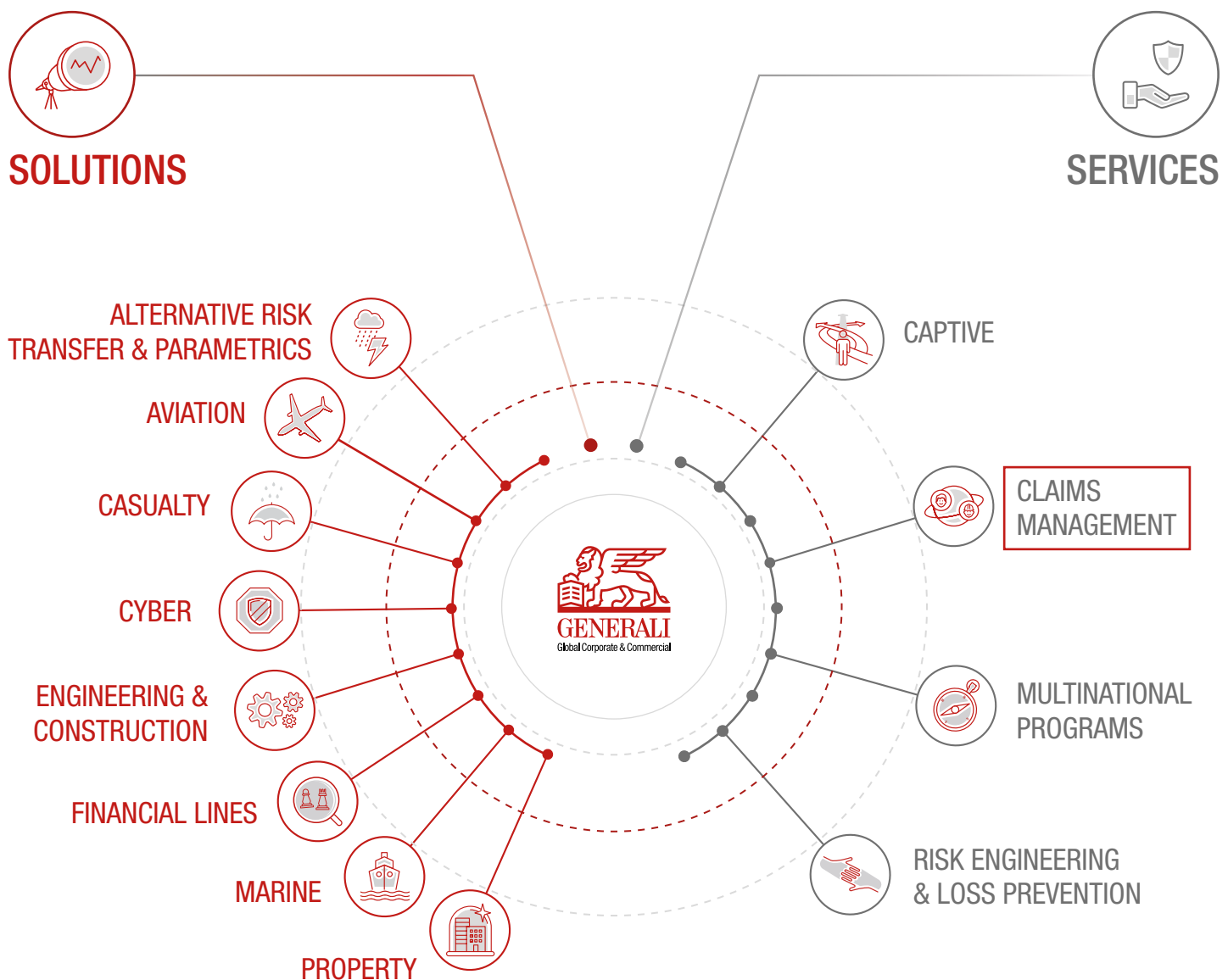


OUR GLOBAL SOLUTIONS & SERVICES

YOUR CHALLENGES ARE OUR BUSINESS

GC&C combines **integrated insurance solutions with value-added services** to support clients in managing complex risks and enabling business growth at a global level.

Solutions represent the **core insurance offering**: tailored, flexible and globally coordinated coverages. **Services** represent the **added value beyond the policy**: expertise, advisory and operational support.



NAVIGATING CLAIMS WITH CONFIDENCE

CLAIMS DON'T HAVE TO BE COMPLICATED. LET GENERALI KEEP THINGS SIMPLE

Claims management is about more than responding when a loss occurs. Organisations need confidence that they understand how their insurance program will respond, who will support them during a crisis and how potential disruptions can be managed effectively. As risks continue to evolve, businesses face increasing uncertainty related to emerging exposures, changing operating environments and new technologies.

Effective claims management plays a critical role in **helping organisations minimise disruption, maintain continuity and recover with confidence** when unexpected events occur.

Beyond claims management, we help organisations build resilience through **preparation, expertise and trusted guidance**.

A proactive and well-coordinated claims approach helps organisations prepare for potential scenarios, clarify responsibilities and improve readiness long before a claim arises.



KEY CLAIMS CHALLENGES

- » Emerging Risks
- » Cyber-Related Losses
- » Claims Preparedness
- » Business Interruption
- » Crisis Response
- » Complex Claims Handling
- » Coverage Understanding
- » Speed of Resolution

CLAIMS MANAGEMENT AT GC&C – OUR APPROACH

At GC&C, we believe claims management should do **more than respond when a loss occurs**. It should provide **clarity** before, **guidance** during, and **confidence** after an event. By working closely with policyholders, brokers and specialist teams, we **help organisations anticipate challenges, navigate complexity and make informed decisions when it matters most**.

Supported by our **global Claims Network**, we combine multinational expertise, local market knowledge and sustainable claims practices to deliver consistent, high-quality claims support across borders. Our approach goes beyond traditional claims handling. **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 potential 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.

By combining **personalised service, technical expertise and responsive communication**, we help organisations **minimise disruption, support business continuity and achieve efficient claim resolution** when it matters most.

OUR STRENGTHS

CLAIMS **BOUTIQUE**
SERVICE

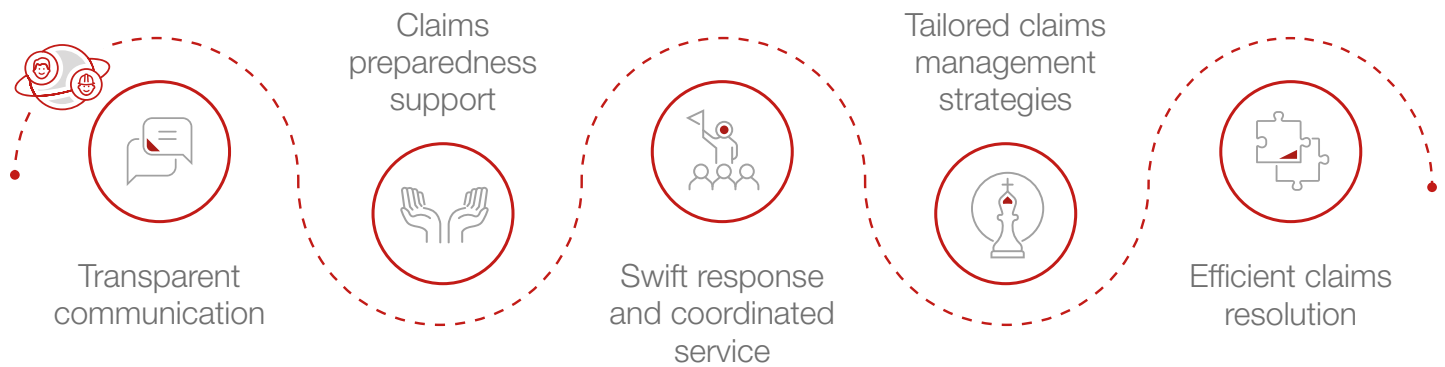
PERSONALISED AND
PROACTIVE APPROACH

GLOBAL
EXPERIENCE AND
LOCAL SUPPORT

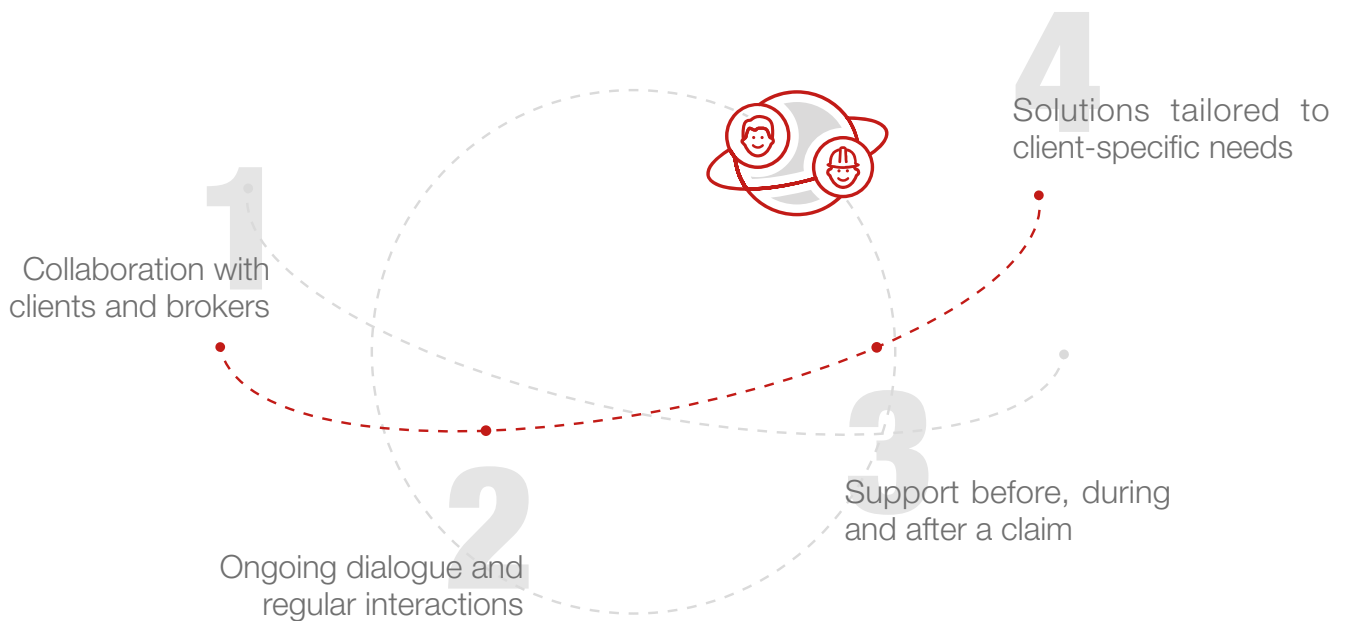
FOCUS ON **BUSINESS**
CONTINUITY

DEDICATED
CLAIMS EXPERTISE

SERVICE & DELIVERY



PARTNERSHIP APPROACH



CLAIMS BOUTIQUE SERVICE

At Generali, we are dedicated to handling claims professionally, providing the most appropriate claims strategy and access to a **high-quality, proactive global network of experts.**

Through our Claims Boutique Service, this expertise is made available not only for international claims management but also locally, through trusted relationships with clients and brokers.

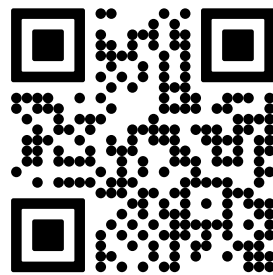
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- » Advance claims preparation
 - » Claims scenario planning
 - » Access to multidisciplinary expertise
 - » Crisis readiness support
 - » Loss Prevention and Multinational Programs integration
 - » Guidance throughout complex claims situations





*Supporting clients
before, during and after
a loss through expertise,
partnership and proactive
claims management.*

*your LIFETIME
BUSINESS PARTNER*



CONNECT WITH OUR CLAIMS MANAGEMENT EXPERTS

Together, let's shape your risk strategy –
Here.Now.



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