

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



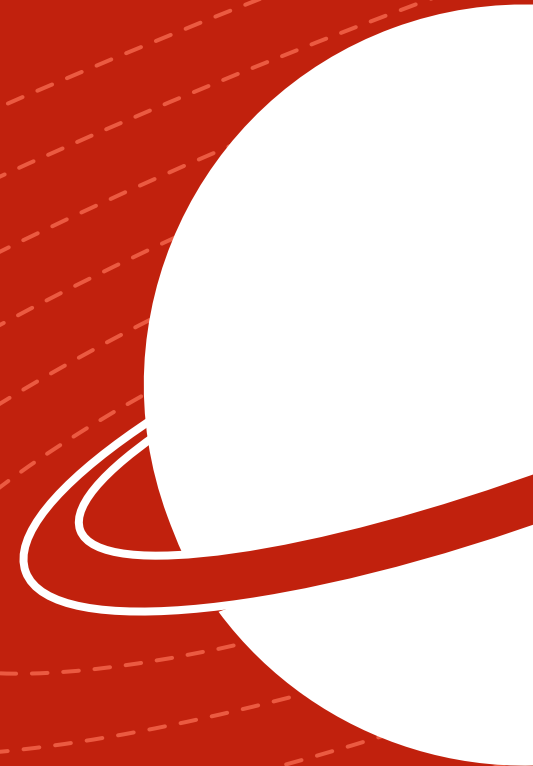
Emerging cyber risks



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

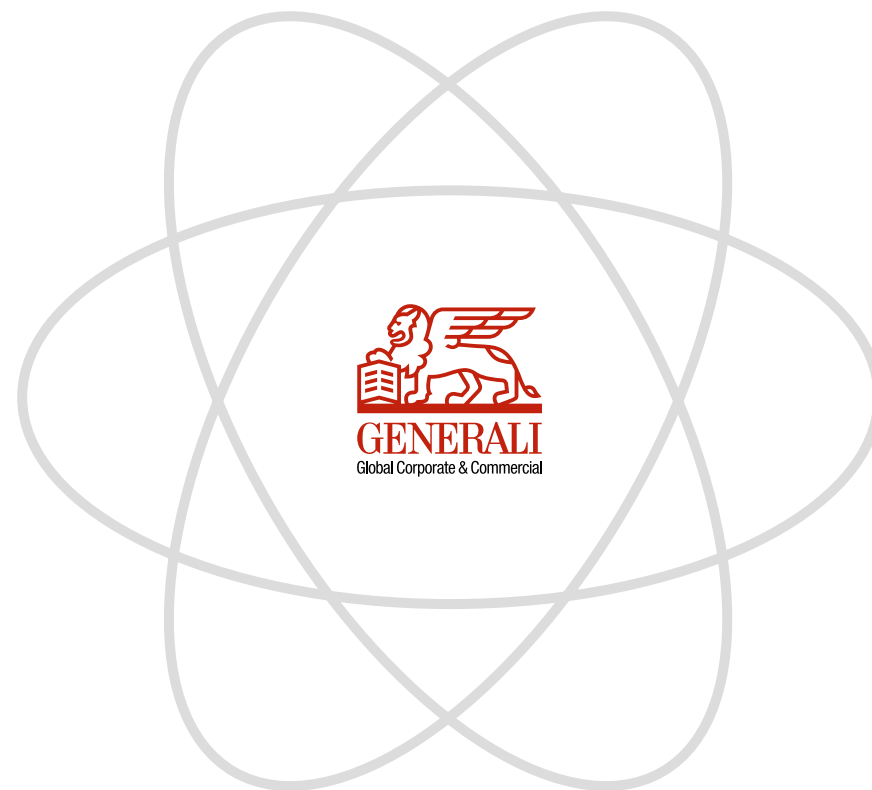
It's about partnership. Our goal is to give you personalized service, not only when you file a claim, but well before problems arise and well after your claim is resolved. You'll know what you need to do to address a major claim before disaster strikes. You'll be able to minimize negative impact, and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

First we listen. If necessary, we'll fulfill your needs through a Service Level Agreement. 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**

**SERVICE LEVEL
AGREEMENT**

**RELIABLE
PARTNER**

**TAILORED
SERVICES**

**TECHNICAL
SOLUTIONS**

PEACE-OF-MIND

**PERSONALIZED
SERVICE**



Claims Network Contacts

GLOBAL

Dominique Schuller
dominique.schuller@generali.com
+39 0248248205

Nicholas Beard
nicholas.beard@generali.com
+39 0248248829

Loreto Gallego Martin
loreto.gallegomartin@generali.com
+39 0248248904

ITALY

Antonio Venir
antonio.venir@generali.com
+39 0248248424

FRANCE

Véronique Leblanc
veronique.leblanc@generali.com
+33 158342510

GERMANY

Joachim Bussmann
joachim.bussmann@generali.com
+49 8951218023

SPAIN

Pedro Ruano Lopez
pedro.ruano@generali.com
+34 934833309

UK

David Fineberg
david.fineberg@generali.co.uk
+44 (0)2072656238

USA

Greg McGinley
greg_mcginley@generaliusa.com
+1 2126027633

CEE

Matus Babinec
matus.babinec@generali.com
+420 281044617

LATAM

Werner Stettler
werner.stettler@generali.com
+55 1137774270

José Luis Barbone
barbonej@lacaja.com.ar
+57 13468888

ASIA

Terry Dunning
terry.dunning@generaliasia.com
+852 39712704

Client & Distribution Network Contacts

GLOBAL

Isabelle Clausner
isabelle.clausner@generali.com
+39 0248248695

Fabrizio Baldoli
fabrizio.baldoli@generali.com
+39 0248248551

Cristina Antonini
cristina.antonini@generali.com
+39 0248248698

ITALY

Filippo Cinelli
filippo.cinelli@generali.com
+39 0248248219

FRANCE

Hervé Brunie
herve.brunie@generali.com
+33 158382282

UK

James Cole
james.cole@generali.co.uk
+44 2072656251

SPAIN

Jose Maria Conde Salazar
josemaria.condesalazar@generali.com
+34 913301486

GERMANY

Markus Schulze
markus.schulze@generali.com
+49 8951211524

USA

Bill Skapof
bill_skapof@generaliusa.com
+1 2126027679

CEE

Ferenc Sinkò
ferenc.sinko@generali.com
+36 13017499

ASIA

Marco Bovolini
marco.bovolini@generaliasia.com
+852 31876107

LATAM

Nery Silva
nery.silva@generali.com
+55 1137774257



Scan this
QR Code
for the most
**recent
contacts.**