

Claims management

Our approach to handling claims places emphasis on speed, professionalism and fairness. We take pride in ourselves for expertise and experience in claims - be us the sole insurer, the leading insurer or fellow co-insurer.

Together with underwriting, we aim to build long-term relationships with you and our intermediaries. And by working closely with you, you'll get a better understanding of our processes and procedures. This leads to a more transparent relationship, which means we can share knowledge and help you manage your costs on risk. So whenever a claim arises, we'll involve you every step of the way, resolving it quickly and without complicating the matter.

We are also actively incorporating the claims team into the customer-focused underwriting operations of our business. This approach helps us understand what you need and deliver products and services that are perfectly suited to your needs.

The description of policy provisions provides a broad overview of coverage only. All coverage is subject to conditions, coverage limits, limits of liability, limitations and exclusions as contained in the policy. See the policy itself for an exact description of the cover provided.

About Zurich

Zurich Insurance Group (Hong Kong) is part of Zurich Financial Services Group, the world's largest Swiss insurance-based financial services provider¹ and a Fortune Global 500 company². The Group achieved business operating profit of over HK\$40 billion in 2008³. Our financial strength is built on a prudent and focused business strategy. We are rated "AA-" by Standard & Poor's⁴. In Hong Kong we offer a full range of general insurance solutions for individuals as well as companies.

¹ Measured by a composite ranking for sales, profits, assets and market value, source: *The Forbes Global 2000, April 2009*

² In terms of revenue, source: *Fortune Global 500, July 2008*

³ Zurich Annual Report 2008

⁴ As of 29th June 2009

Directors and Officers Liability Solutions

Being a leader has its risks!



Directors and Officers Liability Solutions from Zurich



In the fast-changing world of business, senior executives are facing ever more potential risks. Zurich's Directors & Officers (D&O) Liability Solutions protect the directors and officers, as well as senior managerial staff in your business against claims arising from their decisions and actions in their official capacities. This includes damages awarded in civil courts and the potentially substantial defense costs if a director or officer faces criminal or regulatory charges.

In the light of the significant increase in liabilities for directors and officers, Zurich's aim is to provide a focused product that corresponds to these issues and needs. We dedicate to work with companies striving to achieve the highest standards across all areas of their business to safeguard their interests, in particular corporate governance and risk management. For companies committed to quality risk management, Zurich is their perfect insurance partner.

Coverage

We are a market leader in D&O liability underwriting; offering companies a line-up of comprehensive D&O insurance products. Our protections cover the potential exposures and risks of senior personnel of global organizations.

We can offer you capacity up to US\$25 million in respect of global companies.

Highlights of our cover

- Primary or excess attachment points
- Standard market wordings tailored to meet your needs
- The availability of coverage for acquired subsidiaries
- A broad definition of "wrongful act"
- Worldwide coverage, including cover for USA subsidiaries and USA stock market listing
- Strong advancement of 'defense costs' language
- Investigation and enquiry costs
- Pollution defense costs

Risk selection and assessment

We will assess key risk elements in a business and explain to our potential clients the rationale behind the selection and the pricing. We are committed to helping companies to achieve 'best practices' across all elements of their business practices, procedures and governance to achieve their goals.

The risk analyses we carry out comprise a wide range of data, which would be significant for both internal and external references. Some key areas we will look at include records on the Board of Directors' performance, the mix of non-executive directors and executive board members, their additional business commitments, analyses of the balance sheet, reviews of all corporate governance procedures, audit processes and code of ethics.

We believe the culture of the senior management, and its approach to business, are important for formulating risk management measures.

Services

Services are crucial components of our offerings - because we want to give you peace of mind and confidence in dealing with us. Our services cover both local and global programs, including operational activities and finance servicing.

Case Studies

Case 1

Insured	Facts	Covered
Manufacturer	A director was terminated from service on allegations that he had sexually harassed staff members. The director successfully sued the company and the Board of Directors for wrongful dismissal and defamation of character	Defense costs for the directors who had legal representations individual of the company, as well as a portion of the indemnity to as much as a six-digit amount

Case 2

Insured	Facts	Covered
Manufacturer	A family company went into liquidation with significant debt. The husband and wife were sued as directors for incurring debts as they were unable to repay them. It was alleged that the company was technically insolvent for some time and that the directors incurred over HK\$10M in debts for which they should be held responsible	Defense costs and six-digit settlement paid on behalf of directors

Case 3

Insured	Facts	Covered
Public company	A shareholder brought a derivative action against directors, alleging them misuse of company funds when they chose to fight-off a takeover attempt by embarking on an expensive advertising campaign	Defense costs over HK\$2M for successful defense of action