

GLOBAL MARKETS* CLAIMS OUR PROVEN TRACK RECORD

INCEPTION THROUGH DECEMBER 31, 2018



OUR NUMBERS SPEAK FOR THEMSELVES...

The claims process is important, and Allied World takes great pride in providing policyholders with proactive and open dialogue during the entire claims-handling process. When it comes to our proven claims track record, we like our numbers to speak for themselves.

OUR CLAIMS TEAM

Our Global Markets Claims Department has knowledgeable and dedicated claims specialists located in Allied World offices in Hong Kong, London, Singapore and Sydney. Each of our analysts is a product line expert.

\$1.7 BILLION

TOTAL CLAIMS PAID BY ALLIED WORLD
GLOBAL MARKETS SINCE ITS INCEPTION

TOTAL NUMBER OF CLAIMS
RECEIVED BY ALLIED WORLD
GLOBAL MARKETS

80,992

99.9%

PERCENTAGE OF CLAIMS
RESOLVED WITHOUT A
COVERAGE DISPUTE

Claims are handled on a case-by-case basis. Past performance is not a guarantee of future results.

CUSTOMERS RESPONDING TO OUR 2017
SATISFACTION SURVEY WHO ARE "LIKELY TO
EXTREMELY LIKELY" TO RECOMMEND
ALLIED WORLD TO A FRIEND OR COLLEAGUE
BASED ON THEIR CLAIM EXPERIENCE

9^{OUT} OF 10

**Global Markets includes Europe and Asia-Pacific results. Asia-Pacific results do not include former RSA claims.*



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Product Line Claims Highlights:

GENERAL CASUALTY:

\$108M claims paid

8,038 number of claims received

PROFESSIONAL LIABILITY:

\$302M claims paid

29,293 number of claims paid

PROPERTY:

\$1B claims paid

18,010 number of claims received

OTHER SPECIALTY:**

\$270M claims paid

25,651 number of claims received

**Other Specialty includes accident and health, aviation, construction, marine, fine art and specie, and trade credit lines of business.