

QBE European Operations

Enabling a more resilient future.

UK Appetite 2024



Our story

The buffer between the best-laid plans and uncertain reality.

QBE is a commercial insurer and reinsurer. We're big enough to make a difference, small enough to be fleet of foot. We have customers as varied as bus and coach fleet operators and major international infrastructure consortiums. For them, we're the buffer between the best-laid plans and uncertain reality.

People who deal with us find us professional, pragmatic and reliable - these are just some of the reasons we're still here after 130 years. Our teams of experts have the skills and authority to provide solutions and make decisions which means brokers and customers get answers quickly when they most need it. We don't just cover risk, we also help our

customers manage it, meaning that they're less likely to have to make a claim in the first place or that the impacts of an incident are lessened.

While our first priority is providing broad-based policy cover, our claims, risk management, and rehabilitation services all add value - helping insureds manage hidden costs like days lost to sickness or injury and the impact of HSE fines or prosecutions.

QBE began when an Australian shipping company decided it could insure its own vessels better than anyone else. As it turned out, it could. We still admire that grit and energy. We hope it shows.

Our covers



Contractors All Risks



Contractors Combined



Property



Real Estate



Commercial Combined



Employers Liability



Environmental Liability



**Environmental
Impairment Liability**



Product Guarantee



Products Liability



Public Liability



Commercial Motor



Motor Trade



Cyber



Financial Institutions



Life Science



Management Liability



Medical Liability



Professional Indemnity

Our focus areas

Manufacturing

Transport and Distribution

Construction and Engineering

Wholesale and Retail

Infrastructure & Utilities

Technology, Media and Telecoms

Leisure & Hospitality

Educational services

Charities, Public Administration
and Office

Financial Institutions

Our flexible solutions

Commercial combined

E-trade

Multinational solutions

Monoline or package expertise

Flexible payment plans

Our risk solutions

Relevant to your business needs

Industry specific insights

Subject matter experts with
industrial experience

Best practice guidance

Online guidance and rating tools

Services to help manage your
business risks

Improve employee safety

Improve business resilience

Our claims service

Major loss specialists

Fair and prompt

24 hours, 365 days

Crisis management

Data analytics

Robotic solutions

Proactive rehabilitation

Award winning fraud unit

Property – Core appetite by segment.



Manufacturing

Component assembly
Heavy manufacturing
Beverages
Engineering products

We look for Detailed awareness of supply chain exposures and audit procedures / Good separation between processes and storage

Call us to discuss Unattended processes / Heavy supplier customer dependencies / Business continuity planning

Wholesale and Retail

Machinery, equipment and component parts
Household and electrical appliances
Clothing and accessories
Food, grocery and ingredients
Building materials

We look for: Good business continuity planning / Fixed fire detection and protection / Good physical and electronic security / Segregation of hazardous stock items / Machinery and plant maintenance

Call us to discuss: Storage of highly flammable products / Seasonal surge demand / Automated warehouses / Sprinkler systems / Co-tenanted retail space / High value products

Service industry

Banking
Financial
Insurance
IT services
Media

We look for Resilient IT backup systems / Good spread of risk / Fire protected server rooms

Call us to discuss Catastrophe exposure / Innovative business interruption coverages / Cyber cover

Real Estate

Portfolios with bias towards offices and retail
Lead or follow on larger assets
New or existing asset managed commercial property or pension funds

We look for Strong risk management particularly to fire and security protection / Acquisitive owners

Call us to discuss New commercial funds / Servicing growing portfolios

CAR

Civil Engineering
Commercial Building
Utilities and Power Projects
Oil & Gas and Heavy Industry

We look for Strong risk management particularly for water damage prevention

Call us to discuss High hazard contractors / Timber frame / Waste to energy

Cover also available via our Contractors Combined product for mid-market contracting risks

Risks we are currently not targeting

Mining / Nuclear, radioactive or biological / Waste / Exposure to firearms

Also available on our Commercial Combined product along with
Charities / Technology and media / Educational services / Arts, entertainment and recreation

Casualty – Core appetite by segment.



Wholesale and Retail

Machinery and equipment
Household and electrical appliances
Clothing and accessories
Food and grocery stores
Building materials

We look for Clear contractual arrangements within supply chains / High street and online retailers / Stable exposure and strong financial history / Strong risk management

Call us to discuss Warehouse keeper's liability coverage / Chemical and Petrochemical written exclusively through PEN / US exports greater than 25% of turnover

Manufacturing

Metal
Plastic
Food
Textile
Industrial and engineering
Chemical

We look for Automation driven procedures / Clear production process and supply chain management

Call us to discuss Pharmaceutical and medical device manufacturers / Motor vehicle/component manufacturing / Aviation manufacturing / US domiciled exposure

Information and Communication

Satellite communications
Radio and television broadcasting
Wired/wireless communications
Newspaper, software and book publishers

We look for Strong editorial and legal checking procedures / Comprehensive website monitoring

Call us to discuss Journalist exposure in high risk locations and territories / Adventures and stunt related exposures for television

Construction

Residential
Commercial
Heavy and civil engineering
Highways/street/bridge construction

We look for Annual policies / Strong subcontractor and supply chain management

Call us to discuss Long period project policies / High levels of BFSC payments / Heavy plant movement

Cover also available via our Contractors Combined product for mid-market contracting risks

Risks we are currently not targeting

Aviation / Nuclear, radioactive and biological exposure / Firearms exposure / Retrospective Liability

Also available on our Commercial Combined product along with
Charities / Technology and media / Educational services / Arts, entertainment and recreation

Motor Fleet – Core appetite.



We have a broad risk appetite for motor fleet business and understand that one size doesn't fit all. Instead we offer a range of insurance products that can be fashioned to suit a customer's precise needs – we deliver the protection you need. Our products are supported by experienced and empowered underwriters located in our regional underwriting offices plus UK claims handling and risk management solutions.

We look for businesses with fleets of over 15 vehicles, requiring comprehensive cover and where the customer is looking for a long-term relationship. Evidence of high-quality risk management including use of technology e.g. telematics and vehicle cameras is preferred.

Commercial Motor

Commercial vehicles, involved in the carriage of own goods
Business cars
Logistics/haulage – UK exposure

Call us to discuss Other sectors including the carriage of hazardous goods / Programmes with high levels of self-insured retention / Haulage exposures outside UK / Waste / Skip hire / Courier/delivery / Distressed business / Agency drivers / Blue light vehicles / New ventures

Bus & Coach

Local authority and school transport
Community transport
Public/private hire
Stage use/express

Motor Trade – Core appetite.



We have a broad risk appetite for motor trade business and understand that one size doesn't fit all. Instead we offer a range of insurance products that can be fashioned to suit a customer's precise needs – we deliver the protection you need. Our products are supported by experienced and empowered underwriters plus UK claims handling and risk management solutions.

We look for established businesses where the customer is looking for a long-term relationship and can evidence high-quality risk management. Our product is targeted at medium to corporate clients paying in excess of £10k premium spend.

Target trade sectors include Automotive conversion
Accident repair centres / Sale service and/or repair
centres / Body shops and coachbuilders / Caravan
and motor home dealers / Main dealers / MOT
testing stations

Call us to discuss Other risk sectors including clients
with high performance/high value vehicles / Risks
with young/inexperience drivers / Specialist motor
trade activities

Outside our core appetite Airport car parking /
End of vehicle life risks / Recovery Operators /
Tyre fitters / Mobile automotive trades (without
motor trade premises) / Motor factors / Accessories
shops / Petrol filling stations / Self-drive hire
operators / Vehicle transportation risks /
New ventures

Digital Motor products – Core appetite.



We're committed to making it as easy and fast as possible for you to e-trade with us.

We offer products via QBE FastFlow, Acturis and other digital platforms, providing instant quotations and policy documentation.

When you need help or want to discuss a case, you can access empowered decision-makers through Live Chat, online referrals, email or our freephone helpline. We have an 'open for business' attitude to risk and rates and will do all we can to help you.

Minibus

We look for Up to 4 vehicles (over 4 fleet) / Education / Charities and community transport / Nursing, care and residential homes / Places of worship / Amateur clubs / Outdoor pursuits companies / Private/public hire / Hotel/courtesy vehicles / Commercial organisations (business use) / Private individuals for social, domestic and pleasure use

Not suitable for Self-drive hire / Couriers/delivery / Cleaners / Security / Gangmasters / Professional sports / Newly badged hire / City based hire

Mini fleet

We look for up to 20 vehicles / Wide range of trades including clerical, tradesmen, manufacturing and construction / Cars and commercial vehicles up to 7.5 tonne gross vehicle weight (GVW) / Special types/agricultural vehicles / Any driver over 25 / Any driver over 21 available on schedules of 10 + vehicles / Named and approved drivers outside of standard warranties / Business in operation for 2 years or more / Excellent confirmed claims experience / Based outside of a main city

Not suitable for Taxi/private hire / Motorcycles / Haulage/courier type occupations / Self-drive hire / Motor trade / New ventures

Multinational – Core appetite.



Many customers continue to look beyond their borders to develop and grow their business. At QBE, we are with you every exciting step of the way.

We are known for our appetite for risk and willingness to work flexibly in partnership with customers and brokers to tailor innovative solutions and this is particularly true for multinational business.

Expertise in Local laws and regulations /
Market practices / Tax regimes / Logistics and
cultural variations

An integrated and centrally managed insurance
programme supports Regulatory and fiscal
compliance / Local language and expertise /
Tried and tested local wordings / Local claims
handling / Peace of mind

Empowered underwriters across Property /
Liability / Marine Cargo / Trade Credit / Professional
Indemnity / Directors & Officers / Construction /
All Risks / Cyber - with our multinational product
offering continuously expanding

Made possible by A dedicated multinational client
service team / A global network of QBE offices
and network partners in more than 180 countries /
Secure and efficient movement of money around
the world / A multinational claims team that
provides a coordinated global service /
A bespoke IT servicing platform for
communication and reporting

Call us to discuss any sectors not currently listed.

Management Liability - Core appetite.



Programme capacity

Private companies

Capacity £15m

Minimum attachment Primary

Public companies

Capacity £15m

Minimum attachment Primary

US listed companies

Capacity USD \$10m

Minimum attachment Excess
(Minimum USD \$10m, or more
depending on US market cap)

We look for Private / Publicly-traded companies listed on a major stock exchange / Sound corporate reputation; environmental, social and governance framework / Balance sheet strength and strong liquidity profile / Industry recognised auditors

Call us to discuss Australian or US-listed firms; / Mining firms with tailings dam exposure / Distressed liquidity positions

Risks we are currently not targeting

Pharmaceutical/biotech / IPOs / Crypto currency / Cannabis / Firearms

Professional Services

Accountants

Education

IT services/consultancy

Solicitors

Manufacturing

Food and kindred products

Printing and publishing

Chemical and allied products

Commerce

Industrial and commercial machinery

Key aspects of QBE's D&O cover include:

Structural flexibility / primary or excess cover / coverage / limits and sub limits considering client and industry's needs / Multinational programme solutions / QBE policy wordings as well as manuscript wordings

Utilities

Telecommunications

Power

Water

Energy providers

Cover

The appetite above is predominantly based on D&O. However, our offerings under Management Liability extend to the following:

Crime

Pension Trustees Liability

Employment Practices Liability

Oil & Gas

Drilling and exploration

Pipelines/midstream

Oilfield services

Financial Institutions – Core appetite.



Programme capacity

Up to £15m in the aggregate
Minimum premium None
Minimum retention £25k
US restrictions Varies by class

Core Industries

Banks
Investment managers/Hedge funds
Private Equity/Venture capital/Property funds
Insurance Companies
Corporate Finance
Stockbrokers

Core territories

UK
Europe
Australia
Canada
Middle East

Key benefits

Broad industry expertise across the team
Underwriters in London, Europe, Dubai and Canada
10 year average tenure at QBE within the London underwriting team
History of developing long term relationships with clients and brokers
PI, D&O, Crime covers available separately or as a package
Structural flexibility, Primary or Excess cover in a lead or support capacity

Key aspects of QBE cover

Structural flexibility, Primary or Excess cover in a lead or support capacity
Coverage, limits and sub limits considering client and industry needs
Insurance or Reinsurance provided
Multinational programme solutions

Risks we are currently not targeting

CSPs / Trust service providers / Fund administrators
/ Crypto / US domiciled (unless crime only) / FX/CFD platforms

Professional Indemnity – Core appetite.



Engineers
Insurance Brokers
Management Consultants
Media/PR Companies
Recruitment Consultants
Solicitors
Surveyors
Technology Companies
Telecommunications
Design & Construction

Core territories

UK
Europe
Australia
Canada
Middle East

Key benefits

In-house risk management
Ability to offer non-conventional
program structures
Multinational programme solutions

Key aspects of QBE cover

Structural flexibility, primary or excess cover
Coverage, limits and sub limits considering client
and industry's needs
Insurance or Reinsurance provided

We look for Clear contractual arrangements within
supply chains / Stable exposure and strong financial
history / Clients ranging in size from SME through
to large corporate

Call us to discuss Property valuation exposures /
Tax mitigation exposures / Accountants /
Insurance brokers

Programme capacity

Up to £25m any one claim deployed across
a single placement

Primary placements: up to £5m deployed

Co-insurance/Subscription basis preferred

Risks we are currently not targeting

Independent Financial Advisors /
US-domiciled risks / Single project insurance
placements

Cyber – Core appetite.



Programme capacity

Up to £10m deployed across a single placement
Primary placements: up to £5m
deployed Co-insurance/Subscription basis preferred

We look for Patching policy in place / Multi-factor Authentication on all remote connections / No unsupported systems that are not isolated from the internet and the rest of the network / Vulnerability scanning and Pen testing / Training / Awareness of cyber risks (including phishing simulations) / Regular offline backups of critical data / Adequate safeguarding of data (e.g. access restriction, encryption, etc)

Call us to discuss Aviation / Energy & Power

Agriculture
Communication and media
Hospitality
Life sciences
Marine
Mining, metals, minerals
Power & Utility
Real estate
Sports and recreation
Technology
Wholesale, retail, distribution

Key benefits

Our cyber policy is modular and can include cover for:

Cyber liability
Online media liability
Data breach legal costs, forensics and PR
Credit monitoring and identity theft costs
Regulatory defence and penalty costs
Payment Card Industry Data Security
Standards costs
Data restoration
Cyber business interruption

Risks we are currently not targeting

Crypto currency / Healthcare / Social media / Government entities education / Energy (Oil and Gas/Financial Institutions / Public sector / companies with 5m US sensitive data records

Medical Malpractice - Core appetite.



Appetite

Our dedicated team can provide cover at both primary and excess for healthcare clients operating in the following non-exhaustive list of fields:

Hospitals, both public and private
Specialist clinics including fertility clinics

Many other allied healthcare entity clients including but not limited to pathology labs, diagnostic clinics, primary care, medical repatriation services, long term care

Master policies or group programs for associations and trade bodies for a wide range of health care practitioners including but not limited to nurses, dental hygienists, speech & language therapists, psychologists, radiographers, physiotherapists

Individual medical practitioners such as doctors, surgeons and dentists

Delegated authority facilities

Territories appetite

Within appetite United Kingdom / Australia / Canada / Israel / Caribbean / South Africa / Middle East

Out of appetite USA / Latin America / Italy / France / Spain

Call us to discuss if you require cover in any other territories, not listed above. Please contact us with further details to see if we can assist

Cover

Our specialist healthcare team can provide combined liability policies to incorporate the following covers alongside medical malpractice cover:

Public Liability
Professional Indemnity
Products Liability and Clinical Trials
Employers Liability

Key aspects of QBE cover

Structural flexibility, primary or excess claims-made cover / Coverage, limits and sub limits considering client and industry's needs / Insurance or Reinsurance provided / Multinational programme solutions

Programme Capacity

Up to £10m any one claim or local currency equivalent but up to AUD \$20m in Australia

Our minimum open market premium is £7,500 or local equivalent

Life Science Liability – Core appetite.



To protect your organisation against liabilities arising from manufacturing and research and development, you need an insurance partner with a sophisticated understanding of the complex field in which you operate.

Overview

Our dedicated team can provide the following key covers

Products liability

Public liability

Clinical trials compensation insurance

Employers liability

On a worldwide basis at both primary and excess level for UK, international and global life science clients operating in the following non-exhaustive list of fields:

Biotechnology

Nutraceuticals

Alternative and complementary medicine

Veterinary medicines

Medical devices

Medical equipment and machinery

Contract research, clinical trials and testing

Cosmetics

Pharmaceutical:

Research and Development

Manufacture

Encapsulation and packaging

Wholesale and distribution

Active pharmaceutical ingredient manufacture

We adopt an entrepreneurial approach within the business, complemented by extensive market knowledge and superior underwriting and claims expertise. This approach is supported by the financial strength and service capabilities of the wider QBE group which operates across all five continents and additionally the broad licence portfolio provided by our Lloyd's platforms.

Key benefits

Industry expertise across the team from underwriting to claims

Ability to package specialist product with other associated liability covers eg PI, E&O, medical malpractice

Flexible product and underwriting capability which considers each client's individual needs

Ability to offer non-conventional program structure

Key aspects of QBE cover

Structural flexibility, primary or excess cover

Coverage, limits and sub limits considering client and industry's needs

Insurance or Reinsurance provided

Multinational programme solutions

Programme capacity

Up to £75m any one claim and in the aggregate

- > With hundreds of products and deep underwriting expertise, we can cover most business risks
- > QBE Insurance Group is rated A+ by Standard & Poor's
- > Since 2010, our Special Investigation Unit has identified 63,000 instances of potential fraud and successfully challenged 20,000 fraudulent claims.
- > We pay more than 100,000 claims a year and have an excellent track record for paying fairly and promptly
- > You can count on us, 24 hours a day, 365 days a year
- > On average, our rehabilitation service returns employees to work 13% faster - significantly cutting absence costs.

Contact

British Claims Awards 2022

InsurTech Award

Insurance Times Claims Excellence Awards 2022

Claims Product Solution of the Year - Rehabilitation

Insurance Post Claims & Fraud Awards 2021

Fraud Investigation of the Year

Insurance Times Claims Excellence Awards 2021

Commercial Lines Claims Excellence - Insurer

UK Customer Service Excellence Awards 2020

Best Customer Engagement award

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