



# International Insurance Programme

## The importance of an international insurance programme

**As an entrepreneur, you are always looking for new markets and opportunities. For example, you may decide to expand your business abroad. Apart from new opportunities, this also brings new challenges and risks. Ecclesia & Benefits will assist you with its (own) international broker networks to assess and manage these challenges.**

### **The Ecclesia approach**

Ecclesia believes in a personal approach. Together with you (as the parent company) we determine the route, scope and content of the actual insurance programme. Our goal is to enable you to run your international business carefree, in line with your own risk and insurance philosophy and with clear insight into policy content and premium payments flows.

We are your 'guide' in this complex international playing field and help you identify local insurances and risks. We do this in close cooperation with our own Ecclesia Global Network or the UnisonSteadfast Network, so you can rely on local knowledge. That way, we have partners in over 140 countries with more than 2.000 offices.

Our network partners are flexible, have short lines of communication, are personal and have the knowledge to best represent your international interests. Whether you have a question about local laws and regulations or setting up an international insurance programme for your global organization, we ensure that you are professionally supported with our own team that is always accessible.

### **Ecclesia Global Network**

The Ecclesia Global Network combines international insurance solutions with specific, local know-how. A strong network of more than 25.000 local specialists and decades of international experience make it possible to create individual insurance programmes while ensuring compliance - on every continent and in every country.

### **UnisonSteadfast Network**

This global network provides access to more than 700 local brokers around the world. With this regional expertise, the network can reach the right local intermediary and contact person. This has already proven successful several times for very specific enquiries from, for example, Japan, Kenya and Australia.



# New regions require local knowledge

**As a multinational company with branches around the world, there are numerous factors to consider. Zooming in on managing risk on a global scale requires a thorough understanding of local laws, cultural differences and geopolitical conditions. Here are some key issues to consider.**

## Risk analysis

Each region has its own unique risks, ranging from natural disasters to political instability and cyber-crime. A thorough risk assessment and analysis is needed to identify and purchase the right insurance policies. This can include exposure to natural disasters, terrorism, political uncertainty and business interruptions.

## Compliance and ethics

Compliance requirements and ethical standards should be taken into account when underwriting insurance, both globally and locally. This may include preventing corruption and complying with anti-corruption laws, as well as ensuring fair and transparent practices in underwriting and managing insurance.

## Legal and regulatory differences

Each country has its own insurance laws and regulations. It is essential to be aware of these rules to ensure that all activities comply with local laws. This includes aspects such as minimum coverages, compulsory insurance, premium payment and liability limits.

## Claims management

Handling insurance claims can be complex in international situations, due to differences in legislation, language barriers and cultural expectations. It is essential to have a well-defined claims management process that is consistently applied across all regions.

## Culture and language

Cultural and linguistic differences can affect how insurance contracts are drafted and interpreted. It is important to have local expertise to ensure that all documentation is correctly translated and understood, and to respect local business customs and practices.

## Social and working conditions

The Netherlands ranks as one of the countries with the best legal social and working conditions. But if you travel across borders, you naturally want to make sure you comply with local requirements and conditions. Additionally, employees travelling abroad require extra measures.

In short, insuring a multinational company with global offices requires a comprehensive risk management approach where you need to consider a wide range of factors. Having a well-thought-out insurance programme is essential to protect your company's operations and ensure continuity in a complex and dynamic global environment.



# Roadmap international insurance programme

To ensure a structured approach, a step-by-step plan is indispensable.  
Here are the 6 steps we go through together:

1

## Discussing starting points

In this exploratory phase, we discuss what the wishes and needs of the parent company are. Which strategy do you pursue and which type of programme control fits best?

*There are roughly 3 options here (a-b-c):*

### (a) Central control

You can set up an 'international master programme' from the Netherlands. This offers you the most insight and gives you maximum control.

#### Pro's

- Better direction and management of total risks across the company.
- Uniformity of coverage based on a centralised strategy (i.e. consistency in coverage, terms and limits across all locations).
- Potential cost savings and more favourable terms due to economies of scale and purchasing power.
- Better insight into risk analysis and risk benchmarking.
- Central communication and coordination.
- Direct insight into Total Cost of Risk

#### Cons

- Less flexibility at local level.
- Possible local resistance to central decision-making.
- Slow(er) decision-making and implementation due to large playing field.





### (b) Decentralised control

In this case, you leave control more at the local level and work with local policies. This means local service and claims handling, which ensures involvement of local businesses.

#### Pro's

- Local expertise and knowledge of markets, regulations and cultural aspects.
- Flexibility locally, matching local needs and any local changes.
- Potentially lower costs (due to locally competitive premiums better suited to local risk profiles and market conditions).
- Access to services and claims handling in own time zone and language.
- Possibly better involvement and motivation of local stakeholders to effectively manage risks and achieve insurance objectives.

#### Cons

- Local policy may offer limited coverage that does not fit within risk management strategy.
- Lack of uniformity (i.e. challenges in managing risks across multiple countries).
- More complex and less efficient in terms of managing all local policies.
- Less clout to maintain a consistent risk strategy.

### (c) a hybrid form

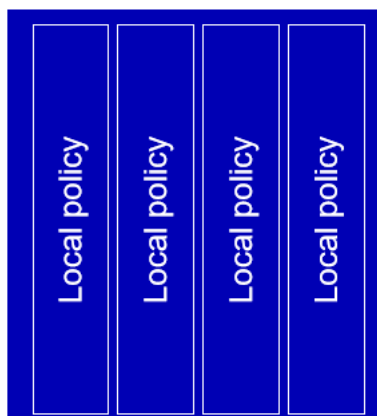
You can also combine the advantages of both forms of control, called the controlled master programme. You determine central agreements (such as conditions, premiums, deductibles) and determine local freedoms (such as local coverage and service).

This phase also addresses the role of corporate management. Indeed, a strong risk management and insurance policy is crucial for the success of your international insurance programme, so we help you with its (knowledge content) underpinning. This way you combine local flexibility with security in the form of a safety net through 'difference in conditions' and 'difference in limits' (DIC/DIL).

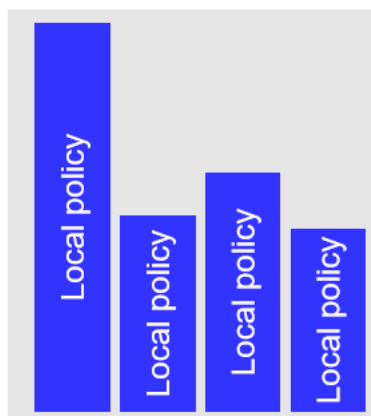
As the lead broker we will negotiate with every possible market both within the Netherlands or elsewhere in Europe, including Lloyds or overseas markets if necessary. The risk appetite and power of the various insurance markets will be used by our specialist brokers for the market approach.

As a starting point we will be able to provide you with an overview per country you have local operations, of legislation and compulsory coverages.

Central control



Decentralised control



Hybrid form



**2****Risk analysis**

Once you as the parent company, have informed the local companies of the intention to start an international insurance programme, we ensure that the local broker schedules a meeting with the local companies. They make an inventory and analysis of the local risks and the corresponding insurance needs. The local broker can also immediately retrieve information about existing contracts from insurers. The local brokers report this phase back to Ecclesia and we discuss the final results with you.

**3****Choices in approach and organisation**

Based on the results, together we determine the form of insurance per product and which approach is most appropriate.

**4****Setting up the master programme**

When everything is clear for the relevant forms of insurance, we set up the master programme, which serves as the basis for coordination with local companies, brokers and insurers.

**5****Implementation**

Ecclesia informs the local brokers, indicating a timeline of the expected implementation process, so that they can start cancelling existing local contracts. Under the guidance of Ecclesia, local brokers and insurers will arrange for issuance of local policies by mutual agreement. During this process Ecclesia will manage the contacts with the local brokers and the lead insurers so that all parties involved receive the same information at the same time. During the contract period we remain in regular contact about the progress and annually evaluate with you whether the setup still suits your situation.

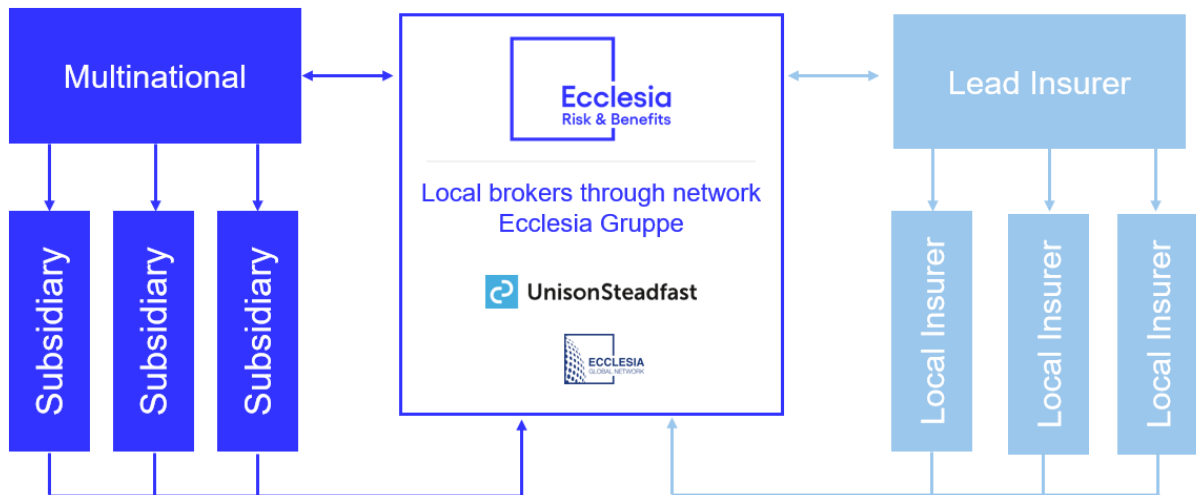
**6****Claims settlement**

In case of a claim, all brokers involved are there for you. Depending on the chosen type of control, these are handled either centrally or locally.



## Communication

During every step in the process and maintenance of the international insurance programme, communication in a proper manner is of great importance. Overall, Ecclesia Risk & Benefits is the central point and ensures coordination with you as the parent company. So that you are kept abreast of all local events and developments.



## Insurance Manual

Once the international programmes have been implemented we will produce a so called Insurance Manual in which all the details of the master programmes and the local requirements are set forth. Also your risk management and insurance philosophy will be added. This way both the local subsidiaries and the local brokers know exactly the contents of the various policies, how to report claims, when to involve Ecclesia as lead broker and/or the parent company, regulations for taking out pure local policies, contact details of all parties involved.

## Ecclesia Risk & Benefits

Ecclesia is a consultant and business service provider in risk management, employee benefits and insurance. As a registered insurance broker, we belong to the top of the market. With our Rotterdam roots, 200 employees in the Netherlands and 2.700 specialists worldwide, we help our clients make the right choices to move forward with confidence.

We do this for over 10.000 companies and organisations operating in a wide range of sectors, from private to public. From small and medium-sized enterprises (SMEs) and multinationals to social organisations and governments. And however different all these organisations may be, they have one thing in common: they consist of people and resources and are part of society.

So those are the three pillars we focus on.

This is how we move forward together, consciously and confidently.

Read more at [www.ecclesia.nl/international](http://www.ecclesia.nl/international)

## Your Trusted Contacts

For any inquiries or assistance, our dedicated contacts are available to provide expert guidance and personalised support. Please do not hesitate to reach out.



**Ruben de Ruiter**

Sr. Desk Accountmanager  
ruben.de.ruiter@ecclesia.nl  
+316 13 16 60 52



**Judith Huisman**

Manager Desk Accountmanagement  
judith.huisman@ecclesia.nl  
+316 22 35 94 02

## Ecclesia Risk & Benefits



Lichtenauerlaan 202  
3062 ME Rotterdam

Postbus 23403  
3001 KK Rotterdam

Telefoon: 010-25 11 251  
info@ecclesia.nl  
[www.ecclesia.nl/international](http://www.ecclesia.nl/international)



# Glossary

**International programmes often have specific terminology. Below, we list the most important ones for you.**

## **Admitted vs. Non-admitted**

There are countries around the world where you need to work with local policies. Such policies provide cover for a local risk and must therefore be issued by a so-called 'admitted' insurer licensed in the country concerned. Also, often the local policy must be taken out through a local broker.

Thus, a 'non-admitted' insurer has no ability to underwrite insurance locally. To solve this, insurers collaborate with other (local) insurers who are licensed.

## **Permitted non admitted**

If an insurer is 'non admitted', there may still be permission (permitted) to offer certain risks and/or covers anyway. Consider, for instance, excess cover. As a result, a 'non admitted' insurance may still be 'permitted' under certain conditions.

## **Difference in Conditions and Difference in Limits (DIC/DIL)**

These clauses can be applied to an international insurance programme and ensure that the master policy co-insures differences in coverage and/or limits. Think of differences in coverage in case of flood or earthquake damage or additional desired limits in case of a large claim. Such extras are especially important when local policies are issued according to 'good local standard'.

## **Reversed DIC/DIL**

When the 'good local standard' cover of a local policy is more extensive than the master policy taken out in the Netherlands, that more extensive cover is added to the master policy. This then only applies to that specific local cover to ensure the safety net construction from the master policy.

## **Financial Interest Clause (FINC)**

A Financial Interest Clause (FINC) is an important part of an insurance policy that ensures transparency and clarity on the financial interests of all relevant parties to the insured risks. This clause thus clarifies who is entitled to benefits in the event of a claim.

## **Freedom of Service (FOS)**

FOS countries are all countries that are part of the European Union, including Iceland, Liechtenstein and Norway. An insurance policy issued in one of the FOS countries is valid in all FOS countries. A 'FOS policy' offers advantages in terms of premiums and uniform coverage.

Unfortunately, there is no uniformity in insurance regulations within FOS countries. The question here remains whether a policy issued in one country meets the requirements of another in the following areas:

- Insurance certificates to be issued locally
- Insurance tax and remittance thereof
- Local reinsurance pools (e.g. specialised terrorism and catastrophe pools)
- Local claims handling



### **Good Local Standard**

'Good local standard' means that policies and cover offered within an international insurance programme meet local standards and requirements. In other words, comply with local laws and regulations and meet the expectations of local policyholders and stakeholders.

### **Insurance Premium Tax (IPT)**

Each country has its own tax laws and regulations. Consequently, an insurer in the Netherlands cannot always pay the insurance premium tax, so this will have to be done locally. A premium allocation per country, stating the premium and local insurance premium tax, can clarify this.

### **Cash Before Coverage (CBC)**

Cash Before Coverage (CBC) is an insurance principle where the insured party must pay the full premium before the insurance coverage becomes effective. This ensures that the insurer receives payment upfront, reducing the risk of non-payment.