



Captive Services Map

New Business & Renewals

- Renewal Meeting
- Captive Underwriting support & assistance with established procedure of central quote validation
- Captive Renewal Dashboard
- Activity Tracker

Captive Management

- Large Claim Review and Audit Support
- Central Account Servicing
- Service Level Agreement with Score Card
- Employee Benefits Knowledge Support and high level Risk Management advice

Financial Services

- Cash Call Provisions
- Transfer of assets for **non-deposited reserves**
- Reinsurance & Risk management protections
- Invoicing & Balance payment monitoring
- Returns on assets ceded entirely to Captive

Data & Reporting

- Quarterly or annual reinsurance reporting provided via dedicated Client Data Portal
- Summary Report with overview of the performance of the best & worst countries
- Surplus Protection reports and documenting of individual cuts to Captive
- Individual claims details for all different lines of business
- Detailed Medical reporting including ICD 10 coding and Disability reports

Health & Wellbeing Services

- Dedicated Health & Wellbeing team to assist clients
- Global Medical Dashboard Reports with interactive claim utilization and trend reports
- Health Resource Centre and Digital Health Services
- Individualized meetings with GEB's team of Health & Wellness experts giving advice and support, based on data analytics







Captive Services: a value rich journey.

- ✓ Implementation Plan
- Global Coordination of new business quoting activity
- Possibility to work with third party Captive
 Administrators on implementations and program management

IMPLEMENTATION

MANAGEMENT

- Annual Service and Meeting Plan
- Captive Renewal Dashboard including Renewal analysis and monitoring of local activities
- ✓ Service Level Agreement with Score Card to measure certain KPIs and assess overall service performance provided to Captive client

- Captive Underwriting support & assistance with established procedure of central quote validation
- Supplemental reinsurance/risk management transfer options
- Flexibility to assume liabilities for deposited/ non-deposited reserves in a number of countries

UNDERWRITING

REPORTING

- Dedicated Client Data Portal with data available by underwriting year
- Detailed interactive online healthcare reporting and resources
- ✓ High quality Information Security Management System certified by ISO/IEC 27001:2013 Certification

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