

# CAPTIVE SERVICES MAP

A value-rich journey



## Implementation

- ✓ **Retrocession agreement**
- ✓ **Employee benefits strategy** and objectives set up with the client/consultant
- ✓ **Implementation Plan** based on a group of priority countries
- ✓ **Global Coordination** of new business opportunities
- ✓ Possibility to **work with Consultants** on implementations and programme management
- ✓ **Protections analysis** and set up

## Management

- ✓ **Central Account Team** with Network Partners & Regional Offices servicing the international client/consultant
- ✓ **Employee Benefits** Knowledge support and **Risk & Underwriting** advice
- ✓ **Ad hoc Annual Service Planning**
- ✓ **On-demand tailored-made SLA (Service Level Agreement)**
- ✓ **Audit Support**

## Renewals & New Business

- ✓ **Renewal Meeting** (yearly or twice a year)
- ✓ **Captive Underwriting** support & assistance with the established procedure of **central quote validation**
- ✓ **Activity Tracker** and monitoring of local activities
- ✓ **Captive Renewal Dashboard** including Renewal analysis
- ✓ **Disability reports**

## Data & Reporting

- ✓ **Quarterly (or annual if Simplified Captive)** reinsurance reporting via the dedicated **Client Data Centre**
- ✓ **Claims details** as per reinsurance data
- ✓ **Underwriting Year Data** available from a large group of Network Partners
- ✓ **Large Claims Review**
- ✓ **Summary of Country Coverage contracts** (performance overview)
- ✓ **Surplus Protection report** of individual cuts to Captive (if opted-in)
- ✓ **Stop-Loss Protection report** of global losses removal (if opted-in)
- ✓ **CAT protection**
- ✓ **Access to GEB Country Insights** (powered by Axco)
- ✓ **Compliant & high-quality Information Security Management System** ISO/IEC 27001:2013 Certified

## Financial Services

- ✓ **Cash Call Provisions**
- ✓ Possibility for non-deposited reserves (reported)
- ✓ **Reinsurance & Risk management protections**
- ✓ **Invoicing & Balance payment monitoring**
- ✓ **Returns on assets** ceded entirely to Captive
- ✓ **Financial statements on a quarterly basis** including protections balances if any

## Health & Wellbeing

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