

NEW MARSH.COM AND MARSH PORTAL FAQ FOR CLIENTS AND OTHERS

OVERALL QUESTIONS

Why is Marsh re-launching marsh.com?

Marsh is making technology enhancements to help you manage risk more simply, efficiently, and effectively. In addition to enhancements to the content and functionality on marsh.com, you will be able to access other Marsh applications to which you have access when you log in. These applications include: MarshConnect, Global Policy Digest, Marsh Market Information, Country Information, and Marsh ClearSight (formerly STARS). The list will grow over time. You will no longer need multiple passwords and links. However, the URLs to sites such as MarshConnect will remain active and you can access them as you have previously done if you have access to the platform.

When will this be available?

The new US marsh.com site launched in mid-April 2015, but, at the beginning, a pilot group of about a dozen client organizations will have access to applications via marsh.com. Their feedback will help us ensure the platform is the best it can be. Application access will be rolled out to all US clients later in 2015 and then to clients in other countries as their country sites move to the new platform over the next two to three years.

Will it be available globally?

The new marsh.com will roll out internationally over the next two to three years. Currently, clients and website visitors from outside the US can register and log into the US site to access premium content. However, they will not be able to access Marsh applications there until their country site launches on the new platform.

Is the site accessible by mobile devices?

Yes, marsh.com is accessible via mobile devices. However, not all applications that clients can access via marsh.com are mobile-friendly at this time.

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LOG-IN QUESTIONS

How do clients log in?

Clients can easily gain access to marsh.com via one of these three approaches:

1. **Clients who are MarshConnect users** – simply use your MarshConnect username (generally your work email address) and password to access marsh.com. If you do not remember that password, follow the “forgot password” prompt when logging in. This will create a new password for marsh.com, the portal, and all applications included in it.
2. **Clients who are “active” marsh.com users (visited in the last year)** – use your existing username (generally your work email address) and follow the “forgot password” link to get access.
3. **All other clients** – register on the site in a quick process to set up your username and password. Use your work email address to create the account.

Note: Clients should not register on marsh.com using their personal email address. If you do, you will not gain access to your client applications in the future.

Where do I go for help if I cannot access the site?

Clients who cannot log into marsh.com should log a request via the Contact Us button on marsh.com or email MarshPortalSupport@marsh.com.

I’m not in the pilot group but would like to access premium content (in-depth reports, webcasts, etc.) on marsh.com. Do I need to register and log in?

Yes. Marsh’s premium content is available only to those who log in. Please register using your work email address. This will give you access to our Insights library. When you have access to the client portal, you will also see links to your client applications on your personalized homepage.

SECURITY QUESTIONS

What kind of security exists around passwords?

Security controls around passwords meet recognized industry standards, including:

- Your password is case sensitive and must
 - Contain at least eight characters.
 - Contain at least four letters.
 - Contain one numeric (0-9) character.
 - Contain one special character or a combination of upper- and lower-case letters.
 - Not repeat the same character more than twice.
 - Not be the same as your previous eight passwords.
 - Not contain spaces.
- If you try to change your password, you’ll be sent an email to verify your choice. To change the password, you will need to click the link in the email.
- After three failed attempts to log in, users will be locked out and must wait 10 minutes to try again.
- If you have trouble, contact the team at MarshPortalSupport@marsh.com. This is an actively monitored email box and someone will respond shortly.
- Users will be automatically logged out after 60 minutes of inactivity or when they close their browsers.

Is my data secure on marsh.com and the Marsh Portal?

Marsh.com and the Marsh Portal do not host or collect any personal data from you. However, Marsh takes the security of data very seriously. Our site marsh.com is hosted in the cloud, in Adobe’s secure environment. Other applications accessible through marsh.com are hosted in the Company’s secure data centers that utilize industry-standard physical and logical security controls. For details on our cyber security policy, please email MarshPortalSupport@marsh.com.

Marsh also follows strict guidelines regarding [privacy](#).

APPLICATION QUESTIONS

What applications are available through marsh.com?

Marsh.com is designed to make it easy for you to access your account information and applications in a single place.

Initially the following applications will be made available:

- MarshConnect.
- Marsh Market Information.
- Country Information.
- Marsh Global Insight.
- Global Policy Digest.
- Marsh ClearSight.

Additional applications will be added in phases.

What is MarshConnect?

MarshConnect is an online application that facilitates the interaction between clients and their Marsh service team throughout the insurance placement and servicing process. The application provides global access to insurance portfolio information and a broad array of tools for US clients, including:

- **Team Charts** – Your full Marsh account team, clearly listing each member's role and contact information.
- **Open Items** – A common list of activities enabling effective service delivery against an agreed service plan and your priorities.
- **Documents** – Easy, convenient access to documents and files, such as procedures, submission documents, binders, and manuals.
- **Certificate Requests** – Features an online form to request certificates of insurance.
- **Memorandum of Insurance** – Offers online evidence of insurance as a more efficient alternative to certificate issuance.
- **MSurety** – Enables clients to request bonds and generate reports.

What is Marsh Market Information?

Marsh Market Information (MMI) is a one-stop tool for information on the financial condition of insurance companies. It provides easy access to detailed, current financial information, ratings, news and analyses on thousands of insurance companies worldwide.

What is Country Information?

Country Information from Axco provides relevant insurance market and regulatory information from more than 160 countries. It features concise summaries and alerts covering topics such as admitted/non-admitted and compulsory insurances, insurance legislation, and applicable taxes.

What is the Global Policy Digest?

Global Policy Digest is a single global database holding clients policy documentation with standardized summaries of each policy created by local service teams and a variety of reports that allow clients to easily manage their global insurance portfolios.

What is Marsh Global Insight?

Marsh Global Insight is an online platform that provides answers to frequently asked insurance, regulatory, and tax questions, local country intelligence, and a multinational network directory. Using information from Axco Insurance Services, a leading global insurance information provider, and Marsh's own extensive network of experts, Marsh Global Insight provides clients with powerful tools to quickly answer specific questions by country and coverage and understand important issues to help them manage risk and address their compliance concerns wherever they operate.

What is Marsh ClearSight?

Marsh ClearSight, formerly known as STARS, is a market leading risk, safety, and claims platform that brings together apps, analytics, and collaboration tools to help clients optimize decisions across the risk life cycle.

What other applications will be added to marsh.com?

Over time, marsh.com will continue to integrate other client-facing applications. Systems under consideration for addition soon include a new MSurety system and Marsh Team Site collaboration.



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GRAPHICS NO. 15-1320b