

Multinational Client Services



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Our Services

Our global approach to servicing multinational clients is well established. We deliver this support through the world's largest owned broker network.

It is based on five key tenets:

- A dedicated Multinational Client Services (MCS) team.
- Expertise where it is needed: globally and locally.
- Service aligned to clients' needs.
- Proven global processes and tools to ensure operational efficiency, seamless communication, and global consistency.
- A commitment to operate with integrity.

The global commercial environment has never been so sophisticated and fierce. Rapidly evolving insurance markets, increasing customer expectation, and disruptive distribution channels threaten traditional insurance business models.

Marsh's multinational client services practice (MCS) helps multinational organisations with all of these issues and allows them to confidently navigate their unique global risk transfer landscape.

Marsh's Multinational Client Services Practice Provides Significant Client Value

MARSH'S GLOBAL NETWORK

- 1,200 colleagues serving clients in 130 countries.
- 400 owned or controlled offices in over 80 countries.
- More than 40 leading correspondents.

EXPERTISE AND EXPERIENCE

- Deep knowledge of global programmes and local coverages.
- 45,000 global programmes created in the last three years.
- 20,000 managed multinationals and subsidiaries.

INSURANCE REGULATORY AND TAX PRACTICE

- Examines implications of programme design on coverage response.
- Global programme workbook.

OUTBOUND EXPERTISE AND ACCOUNTABILITY

- Global programme advice and management across coverages and around the world.
- International risk review.

DEDICATED INCOMING TEAMS

- Committed to serving local subsidiaries.
- Global programme underlyers and stand-alone policies.
- Employee health and benefits solutions – Marsh Mercer Benefits.

COVERAGE AND PREMIUM RESULTS

- US\$50 billion in annual premiums placed.
- Programme analysis, insights, and benchmarking.
- Proven relationships with insurers.

SERVICE QUALITY AND CONSISTENCY

- Marsh MCS “rules of the road”.
- Global programme renewal process.
- Mergers/acquisitions/geographic expansion.

PROPRIETARY MULTINATIONAL TECHNOLOGY AND TOOLS

- Actionable intelligence (Global Insight).
- Global policy management (Global Connect).
- Values collection (iRis).
- Local service scope and cost (Network Performance Tool).

PROACTIVE CLAIMS ADVOCACY

- Contract performance.
- More than US\$19.5 billion in claims transactions.
- 1,600 colleagues in 84 countries.



MARSH

For further information, please contact

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