

GLOBAL NETWORK PRACTICE

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www.willis.com

If the world is your workplace, the Willis Global Practice Network is here to help. We provide an unequalled standard of service in handling international insurance programs in more than 100 countries. We make Willis' promise of *Glocal* delivery – global resources, delivered locally – a reality.

The Willis Global Network serves any organization with operations or subsidiaries located in more than one country.

BENEFITS

We give you fast and effective control of your global risk management program.

Key benefits include:

- The best global/local coverages available
- Reduced risk of underinsurance or duplication of coverage
- A uniform risk retention program
- Help in assuring that you operate legally and your premium tax will be paid properly
- The ability to implement worldwide loss control
- The ability to raise service standards at local level through performance measuring/monitoring
- Ensuring local implementation of your global programs

HOW DOES THE WILLIS GLOBAL NETWORK PRACTICE WORK?

The Network Country Manager (NCM) is the focal point for network service. The role of the NCM includes:

- Personal responsibility to the Global Network Practice for the quality of service on network accounts
- Active promotion of the network in the NCM's country
- Responsible for ties to the rest of the global Willis service team
- Ensuring compliance with the Willis International Business Practice Guide
- Reporting on relevant international insurance activity
- Regularly updating network country information and providing other country-specific information on a routine basis
- Promoting knowledge sharing and international best practices
- Arranging appropriate training for global business practitioners
- Contributing to the continuous improvement of international servicing through the Global Network Practice

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STRENGTHS OF THE NETWORK

- We have representation in more than 320 offices in over 100 countries.
- The practice brings together representatives from all Willis business units and practice disciplines, among them Aerospace, Construction, Employee Benefits, Enterprise Risk, Environmental, Executive Risks, Marine, Reinsurance and Utilities.
- The network handles more than 800 multinational clients.
- We are the largest or among the largest brokers in most network countries.
- Since 1986, Willis has provided our multinational clients with online country information, policy summaries and electronic communication.
- Willis is the only international network with an internet-based customer satisfaction survey system.
- The Network publishes *Alerts* on key developments in local insurance markets around the world, from China and India to Mexico and Brazil.

The Global Network Practice is worldwide in scope but has a central, focused leadership to unify and guide local sales initiatives and to ensure best practices and protocols.

LEADERSHIP OF THE WILLIS GLOBAL NETWORK PRACTICE

Claude Gallelo

Chairman & U.S. Network Country Manager

Sarah Turvill

Chairman - Willis International

Rick Jensen

Director - Network Operations

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James Nicholson

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Global Employee Benefits

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CONTACT

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