



# Insurance Module

Formed in 2006, SE24 is a global risk management consultancy dedicated to supporting the corporate, private, affinity and insurance markets through effective contingency planning, the provision of security and risk information and services, crisis management, and 24/7 global response.

SE24 is part of the **Chelsea Group**, global specialists in support services for higher risk territories. Chelsea Group's diverse disciplines include risk management, humanitarian relief staffing, aviation security services, clean water infrastructure and more.

Our management team is one of the most experienced in the industry in both the insurance and commercial sectors, with a particular in-depth understanding of the insurance markets, including the importance of risk engineering, reserve reporting and cost containment. Due to a flexible and collaborative approach, SE24 are the preferred responders to a number of Lloyd's of London insurers.

SE24 are fully conversant with the workings of the insurance market, specifically the sensitivities inherent in the relationship between the insured, their brokers (retail and wholesale), underwriters and reinsurers; and the margins within which the parties must operate to maintain profitability.

Additionally, the management team is well versed in operational risk management and is knowledgeable in the technical aspects of the special risks market, including wordings and policy perils – and most importantly, the need to ensure that both acquisition and claims/response costs remain within acceptable and agreed parameters.

**For example**, on a response, our default deployment is for one response consultant with additional consultants engaged only in exceptional circumstances. We are also alert to the opportunity to withdraw the response consultant(s) during periods of inactivity, on condition that re-deployment can be achieved without interruption.

From the receipt of a call at our 24/7 Crisis Response Centre through to the resolution of the claim, all decisions and actions are logged on our incident management system to ensure full accountability and transparency – and with agreed response fee thresholds which we report to claims teams so they can set aside the necessary reserves; parameters are agreed so that underwriters can be confident they will not receive unexpectedly high invoices without prior authorisation.



**At SE24, we pride ourselves on a flexible and collaborative approach.**

For more information, please contact SE24:

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#### Available 24/7



Our Risk Management Portal is available 24/7 to clients to assist them in mitigating or avoiding risk and meeting their duty of care obligations. In addition, it is a useful tool to support underwriting decisions.

#### Latest Technology



The Portal uses the latest technology combined with in-house analyst verification to provide best in class service. A modular approach allows clients to adapt the service to suit their requirements and budget.

#### Courses and Workshops



Where pre-incident funds are available, SE24 can offer a comprehensive range of courses and workshops including crisis management and crisis communications together with risk mitigation tools which can be adapted to suit each client's needs.

#### Support Services



Where more substantial clients have in-house risk management resources, we offer support services. For those clients without the benefit of in-house expertise, we can provide a full range of risk assessment and risk management services globally.

#### Onboarding Support



During the onboarding of a new client, SE24 works with the insurer and the broker to explain how the response process works and to ensure that the necessary emergency protocols are in place. Assistance in writing crisis management plans and training for those in roles responsible for managing incidents can also be provided.

#### Quick Response Time



In the event of a critical incident, SE24 has a global network of specialist consultants, strategically placed to respond quickly, and with local knowledge of conditions, networks, cultures and languages. Following verification and approval by the insurer, SE24 can ensure that the client is fully supported throughout the crisis and into the recovery phase of any incident, thereby protecting stakeholder value, brand and reputation.