

Our capabilities

ACE European Group 2010



ACE is about high standards of global service, risk expertise and innovation. Our skill is to find the solutions that protect your people and your business, whatever its size, wherever you are.

Andrew Kendrick

Chairman and Chief Executive Officer,
ACE European Group

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Our capabilities

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World leading risk expertise,
global presence, disciplined
underwriting and a claims
service that is second to none
are the hallmarks of ACE.

ACE never forgets that clients have choices.

**Our benchmark is to always be the best insurer today,
tomorrow and wherever you do business.**

ACE is a world leader in insurance, reinsurance and risk solutions. We offer a fresh and dynamic approach to the whole risk spectrum, coupled with excellent* balance sheet strength and exceptional global market standing. Diversity is one of the best supporters of a stable balance sheet and this brochure introduces our many insurance products and global services ranging from the specialised risks of individuals, to major international corporate requirements. We profile ACE's worldwide risk engineering capability, our new ACE GPS global servicing programme for multinationals, and ACE's claims promise.

*2009: A+ (Strong) Standard & Poor; A+ (Superior) A.M. Best

Understanding our clients lies at the heart of what we do best. Our purpose is to listen, support and offer expert solutions, helping companies to take greater control of their own risk and, in the process, its cost. We operate in unprecedented, challenging times. While businesses everywhere examine expenditure on insurance, ACE's philosophy is to be flexible and to respond with a creative approach, while never compromising on quality or security. Through difficult times, we have continued to grow and while price will always be important, our priority is to safeguard ACE's clients, shareholders and talented staff.

ACE has high market standing wherever we operate. Our proposition is to balance local knowledge and service with underwriting and engineering centres of excellence across the world. This enables us to offer the best solutions to all clients, wherever they are. ACE European Group is part of the wider ACE organisation and we continue to extend our geographical presence and develop capabilities to match our clients' business needs.

Uncertainty is always on the horizon and never more than now. We are adapting and constantly innovating with new products. We differentiate ourselves by listening and providing a more attentive service, by developing technologies to empower clients with knowledge, choices and control. ACE firmly believes that the best way is not just to talk about expertise, but to demonstrate it – repeatedly and reliably. We pride ourselves on lasting relationships with clients, brokers, external experts and staff. A flat management structure and transparent company culture empower and motivate our team to operate better and faster. I am proud of my colleagues and what ACE offers and we are excited to learn how we can best serve you.



Andrew Kendrick

Chairman and Chief Executive Officer,
ACE European Group

Our capabilities

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Accident & Health

Business Travel

Flexible Benefits

Group Personal Accident

Holiday Travel

Life

Personal Accident

Personal Lines



ACE offers a comprehensive portfolio of flexible, competitively priced accident and health products to corporate clients and private individuals directly, online and through brokers.

A&H insurances provide financial security and support to people in difficult, challenging and sometimes tragic situations. ACE partners organisations of all kinds who offer business travel, group personal accident cover and benefits to their employees, members or customers. Individuals can purchase directly from ACE or through brokers. Our policies are market leading, backed by high quality local assistance providers in over 140 countries worldwide and an excellent, highly trained in-house claims service.

ACE Business Travel policies offers comprehensive benefits and quality assistance, and can be purchased with Group Employee Personal Accident products offering death or injury cover. Our Flexible Benefits Travel is designed to meet the requirements of commercial clients offering flexible employee benefit programmes.

ACE Holiday Travel products include unlimited medical expenses and repatriation and our innovative backpacker/gap year insurance includes cover for many sports and activities competitors do not automatically include. ACE Life insurance policies pay a lump sum on death, while our Personal Accident policies can be tailored to provide for accidental death, permanent disability and various other covers. ACE Personal Lines products cover loss, accidental damage and theft of portable consumer electronics and handsets.

“We are passionate about providing an outstanding service to people, wherever they are, in their hour of need.”

Andy Hollenberg

Senior Vice President, A&H / Personal Lines / Life

Our capabilities

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Aviation

Airline Hull and Liability

Aviation Products

Airports

General Aviation Hull and Liability

Hull and Third Party War

Contingent/Repossession



ACE provides comprehensive, market leading insurance products for the global aviation industry supported by many years of experience and worldwide expertise and service.

Aviation is one of the world's most highly regulated industries. ACE is one of very few insurers able to offer the large scale, sophisticated and robust insurance solutions airline operators, aviation product manufacturers, airports and airport service providers require. We have been insuring airlines for more than 70 years and are the lead insurer on a high proportion of the world's carriers. We count many of the most well-known names in the aviation world among our clients.

Our underwriting philosophy is based on building close relationships with our clients and fully understanding their businesses and risks. Aviation technologies, safety and regulations constantly change. We maintain a transparent and detailed dialogue with our clients and their brokers and focus on responding effectively to the insurance challenges they face.

"It's not just our response to high profile risks or losses that defines how well we are doing, but also delivering effective solutions to the everyday risk and insurance issues of all our clients."

Malcolm Brett
Product Line Head

Aviation claims can be the most high profile and complex in the world and often a crisis point for operators. ACE's experienced claims handlers have settled many of the largest claims involving multiple nationalities and jurisdictions. Our priority: speed of settlement, informing and supporting our clients throughout the process.

Our capabilities

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Casualty

Public and Product Liability

Employer's Liability

International Liability

Motor Third Party Property Damage Liability



Highly experienced casualty underwriters and significant underwriting capacity are the key to ACE's liability insurance offering, available to businesses of all sizes, for domestic and international risks.

Liability insurance from ACE offers protection against the threat of legal action in today's increasingly litigious environment. The requirement for liability insurance varies according to the legislation applicable in each country and local insurance practice. ACE helps multinational companies ensure that their liability cover is designed to protect all their international operations and offers clients with increased exposure, market leading capacity and fully compliant insurance solutions. ACE casualty policies are flexible and can be packaged into a bespoke portfolio to meet local requirements.

Our public and products liability covers are tailored to clients' requirements, depending on the jurisdiction in which they operate. Our experienced underwriters work closely

with clients and brokers to identify the precise additional covers required, such as recall expenses, financial loss, environmental impairment or data protection liabilities.

"ACE's liability underwriter's approach to my client's problem of many excluded chemicals was a breath of fresh air. They worked to understand the exposure and produce a policy wording to respond to the client's needs – all prior to renewal. We achieved superior coverage and absolute contract certainty."

Ossie Simpson

Client Director Aon Global

The consequences of casualty claims, if left unchecked, can extend far beyond the original injury to one or more individuals and can impact negatively on a business and its reputation. ACE works closely alongside clients to understand their full liability risk profile and develop risk control and improvement strategies as well as insurance solutions.

Our capabilities

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Energy

Onshore: All Risks

Catastrophe

Business Interruption

Offshore: Property

Liability

Control of Well



Businesses in the energy industry have some of the most complex international operations and risk management needs. ACE's service begins close to clients with our experienced and specialised risk assessment teams based in five strategic hubs: Bahrain, Chile, London, Rotterdam and Singapore.

Actuarial analysis, catastrophe modelling, engineering risk assessment and claims are coordinated from London, ensuring the highest underwriting and claims standards. ACE energy clients include operators in all aspects of oil, gas and petrochemical production and distribution worldwide. We have a close partnership approach as expert advisers and provide information to help clients manage their risk more effectively. Our underlying philosophy is to minimise the impact of any loss on a client's business.

ACE's onshore energy products serve operators in all aspects of oil gas and petrochemicals such as complex refining of crude oil, cracking of hydrocarbons into

petrochemicals, transportation and storage, heavy chemicals and pulp and paper. Onshore and offshore energy products are frequently packaged together and available to clients through the broker market.

"The key to effective risk intervention in the energy business is accessing and understanding technical information coupled with a close analysis of the human component of the risk. This is our strength."

James D Miller

Head of Engineering, ACE Global Energy

Offshore national and independent oil companies, drilling contractors and organisations involved in exploration and production are served from our centres of industry expertise in London, New York and Singapore. The standard cover protects property and liability risks, and control of well, with specialist options available on business interruption, cargo and equipment.

Environmental Risk

Premises Pollution Liability

Contractors' Pollution Liability

Historic and Operational Exposures

Local and Global Programmes



With a competitive portfolio of innovative and forward looking environmental insurance and risk solutions, ACE aims to keep clients ahead of the constantly evolving regulatory landscape.

Frequent changes in environmental legislation and regulation worldwide, growing pressure to be socially and ethically responsible, greater public awareness of pollution and advances in detection and clean-up technologies have made companies increasingly aware of environmental liabilities. ACE offers a spectrum of solutions for diverse scenarios that go way beyond traditional liability insurance, ranging from traditional risk transfer for simple operational exposures, to bespoke programmes specifically designed for complex merger, acquisition or liability relief transactions. Our objective is to work closely with clients to identify the risks and propose competitive solutions that will minimise the impact on profitability.

Any commercial or public organisation owning or associated with property faces potential environmental liabilities, either from past activities on the site or future actions.

ACE works with clients to identify their exposure and our comprehensive Premises Pollution Liability cover is designed to deal with this potentially immense burden for a business.

“Companies need a truly global insurer because international environmental legislation is so complex. Increasingly, regardless of fault, polluters will have to pay far beyond the clean-up, to repair, reinstate and monitor the environment.”

Dorothee Prunier

Environmental Risk Manager, Continental Europe

Pollution liability is a particular risk for construction projects. ACE's Contractors' Pollution Liability is a competitively priced, flexible package that covers the insured and subcontractors at a job site for property, liability, bodily injury, remediation and other risks which can be tailored to the client's precise requirements.

Our capabilities

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Financial and Professional Lines

Directors & Officers

Directors & Officers Liability

Pension Trustee Liability

Prospectus Liability

Professional Lines

Professional Indemnity

Errors & Omissions

Network Security, Data
and Cyber Liability

Financial Institutions

Crime

Investment Management
Liability

Venture Capital Liability



Specialist, disciplined underwriting and an expert, proactive claims service make ACE a market leader in the complex, legal world of financial and professional risk protection.

ACE offers critical management and professional liability products to provide crucial protection against the liabilities of companies, directors, officers, employees, professionals, trustees and advisors. Our products are tailored by sector specialists in commercial or non-profit organisations and in the complex risks of financial institutions. Our portfolio is innovative, flexible and comprehensive, designed to offer protection against losses incurred by a broad array of professionals, or claims brought against them, whatever their sector of activity. The global nature of business means claims can arise in any country and be tried under any jurisdiction. ACE's financial and professional liability policies offer some of the broadest cover available and we guarantee access to the best local knowledge and advice worldwide.

An important aspect of financial and professional insurances is the quality of the cover offered. The market is competitive, but ACE will always underwrite in a manner designed to ensure our clients will have the level of protection they need, when they need it. We believe in knowing our clients and developing bespoke covers, designed to ring-fence liabilities and dovetail with other insurances.

“Our portfolio of professional and financial risk products is aligned with our specialist knowledge of these segments to create a natural alliance with our clients.”

David Robinson

Executive Vice President, Financial Lines

We offer clients an excellent level of all-round service, advice and support, especially through the legal complexities when a claim occurs. Financial and professional covers are usually placed via brokers and many have access 24/7 to efficient market-leading electronic placement options at ACE Online.

Our capabilities

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Marine

Cargo

Fine Art / Specie

Goods in transit / Freight Liability

Marine Risk Management

Project Cargo

Specialist Marine
including Hull & Liability,



ACE draws upon skilled and experienced underwriters to create bespoke solutions to a wide variety of shipping needs.

With marine underwriters in 35 countries we can match the global spread of our clients and meet their needs locally. Our Cargo product is supported by a fully integrated in-house risk management team of specialist surveyors and loss control advisers together with an expert team of claims adjusters. We can provide an internet based system of issuing and recording marine Certificates of Insurance in response to the business needs of our customers. Cover is tailored to the individual requirements of clients from straightforward cargoes to exceptional risks, such as large infrastructure projects, power stations or petrochemical plants. The insurance of transits for major construction projects is a key area of specialism for ACE and we are widely regarded as a market leading underwriter in this field. In addition to our core cargo product we can provide cover for Fine Art and other high valued interests both in transit, storage and on exhibition.

ACE offers specialist marine coverage, generally through our London Market operation, for marine hull, hull war and liability risks. Vessel types range from large cruise vessels and ocean going commercial vessels through to high valued pleasure craft, luxury and mega yachts.

“With the globalisation of the world economy, the need for an effective marine insurance product has never been greater. At ACE we aim to meet that demand.”

Peter Seymour

Senior Vice President Marine

ACE offer clients a responsive marine claims handling and recovery service. Whether a client is a small importer/exporter or a large multinational organisation the intricacies of marine and trade law and legislation require expert handling and resolution.

Our capabilities

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Political Risk and Credit

Political Risk

Structured Trade Credit

Trade Credit



Global business makes political and credit risks a fact of commercial life for many companies and institutions with overseas investments and contracts.

As one of the most experienced political risk insurers in the world, ACE offers innovative and comprehensive solutions that deliver confidence, security and peace of mind to clients across the globe. ACE possesses a broad knowledge and understanding of the intricacies of country and credit risk and continues to lead ongoing development in this field.

ACE has the ability to offer long term capacity for up to 10 years – providing affordable, client driven solutions to cross border risk. Our underwriters work to gain an understanding of the customers’ business and the global risk environment in which they operate. We also utilise our dedicated country and credit risk management team with specialist skills and experience across political science, economics and trade and project finance. It is this expertise and our financial stability that has positioned ACE as a market leader in these fields.

ACE is one of the most experienced providers of excess of loss Trade Credit solutions, designed for large companies who have sophisticated credit risk management systems but need to protect against peak or catastrophic losses which would materially affect their balance sheets. We specialise in creating bespoke solutions for the individual needs of our clients. We aim to provide a consistent approach by issuing non cancellable limits. We work with our clients through economic cycles and do not desert them when times get tough.

“Our underlying objective at ACE is to develop powerful insurance and risk management solutions that will support our clients in doing what they do best, wherever their business takes them.”

Julian Edwards

Head of Political Risk & Credit, ACE Global Markets

Our capabilities

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Property

Commercial Property

Multinational Property Programmes

Catastrophe Perils

Property All Risks or Defined Perils

Business Interruption



With a client list that includes many of the world's foremost companies, ACE has extensive knowledge and capacity in primary, excess and full risk property insurance. We have a wealth of experience in working with organisations to design customised property risk management programmes. We have the knowledge and tools to help companies prevent property losses from happening and to help minimise the impact when they do.

Our global network and expertise means that we are particularly experienced at creating bespoke multinational insurance programmes for large, industrial and commercial international organisations.

We also work with large to medium businesses particularly in the retail, service, leisure, professional, light/medium manufacturing and transport sectors for which we can offer a more standardised level of cover.

Our standard all risk property cover includes fire, lightning, explosion, natural catastrophe, accidental damage and

resultant business interruption. Optional extensions to cover are tailored to customers' specific requirements including for example, money, transit, breakdown, contract works, computer all risks, loss of licence, contingent business interruption and terrorism.

"Property insurance is the cornerstone of our relationship with many clients. The key is applying our global underwriting capacity and expertise in the most effective way to protect each individual client's business."

Steve Walker

Property Manager UK & Ireland

ACE property professionals know industry best practices and how to apply them. In addition, the ACE team can offer reliable advice on a variety of protection and hazard topics, including catastrophe management, unusual hazards identification, expected loss calculations and tailored engineering services, all backed by a strong capital base that allows us to cover the most severe exposures.

Our capabilities

ACE Reinsurance Group 2010

Rent a Captive

Paget Re (Bermuda)

Pembroke Re (Delaware)

All insurance lines written



ACE's professionally managed, wholly owned subsidiaries, Paget Re and Pembroke Re provide a flexible and cost effective 'rent-a-captive' solution for managing high volume, predictable losses.

For the financially secure client with a strong risk management philosophy and track record of practical implementation throughout its operations, Paget Re and Pembroke Re offer all the benefits of a captive insurance company, without the associated administrative capital and governance burden. Both companies are fully regulated and provide responsive facilities for companies from all sectors and regions of the world. Participation in underwriting profits and access to the reinsurance market are just two of the advantages. Clients who benefit from rent-a-captive solutions tend to have an overall good loss experience and a predictable, year-on-year, high volume of lower level losses, such as employers liability or motor fleet claims.

Set-up involves a transparent and detailed agreement drawn up between the client and Paget Re or Pembroke Re. This sets out the services provided and how funding, distribution of profits and investments will be handled. It is essential that the client company itself is financially secure and that it has a long-term, proven commitment to active risk management.

“ACE rent a captives enable clients to fine tune insurance strategy year by year, according to prevailing insurance market conditions and their business requirements.”

Clive Hassett

Director Multinational Service Unit and Affinity Operations, UK & Ireland

A rent-a-captive gives clients greater control over their insurance programmes, usually including a reduction in the overall risk costs and the ability to insure otherwise uninsured risks. ACE also provides a comprehensive 'fronting' facility for managing clients' own captive insurance companies.

Our capabilities

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Technical Lines

Boiler & Machinery Breakdown

IT Risks

Construction

Operational Power Generation

Utilities



Technical Lines at ACE offer light and heavy industry and construction worldwide, integrated risk and engineering solutions for every operational stage.

Technical Lines at ACE specialises in the large and complex risks faced by companies involved in power generation, cement, paper, pulp and printing, iron and steel, civil engineering and construction. Our clients include manufacturers, public and private utilities, property developers, financiers and lenders. This diversity reflects the number of parties that can be involved in engineering and construction projects and the consequently complicated risk and insurance needs that can develop from the planning stage through to the operational roll-out of a facility. Our core expertise in Technical Lines is providing seamless solutions, backed up by world class engineering expertise to help clients improve the safety of their operations and concentrate on successfully completing their projects.

Our position as a leader in the market for power generation ensures we have the capacity and experience necessary to underwrite large risks. ACE has a solid track record in leading the insurance of large and complicated construction projects and plant installation contracts worldwide. Our flexible portfolio of products includes contractors, engineering and erection all risks, advanced loss of profits, machinery breakdown, business interruption and electronic equipment insurance.

“Technical expertise, experience, integrated risk engineering and claims, and world leading underwriting capacity are prerequisites for managing large and complex industrial and construction risks.”

Gilbert Flepp

Technical Lines Manager, Continental Europe

ACE has widely recognised expertise in investigating and handling complicated Technical Lines claims involving many parties and liabilities, often with serious financial consequences for the companies involved and the fate of the project.

Our capabilities

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Terrorism

Property Damage

Business Interruption

Bespoke Solutions



Terrorism is a worldwide reality. ACE has the local knowledge and underwriting expertise to provide organisations with financial security against potential terrorist threats.

A terrorist incident can seriously damage the ability of any company to continue in business. At ACE our priority is to provide cover that will financially protect you in the event of property being damaged or your business being interrupted as a result of an act of terrorism or civil commotion. The security environment changes constantly worldwide. Understanding and quantifying the risk of terror is an international challenge and ACE is one of the few organisations to have a dedicated team networked around the world able to advise clients on potential risks and the best way to manage them.

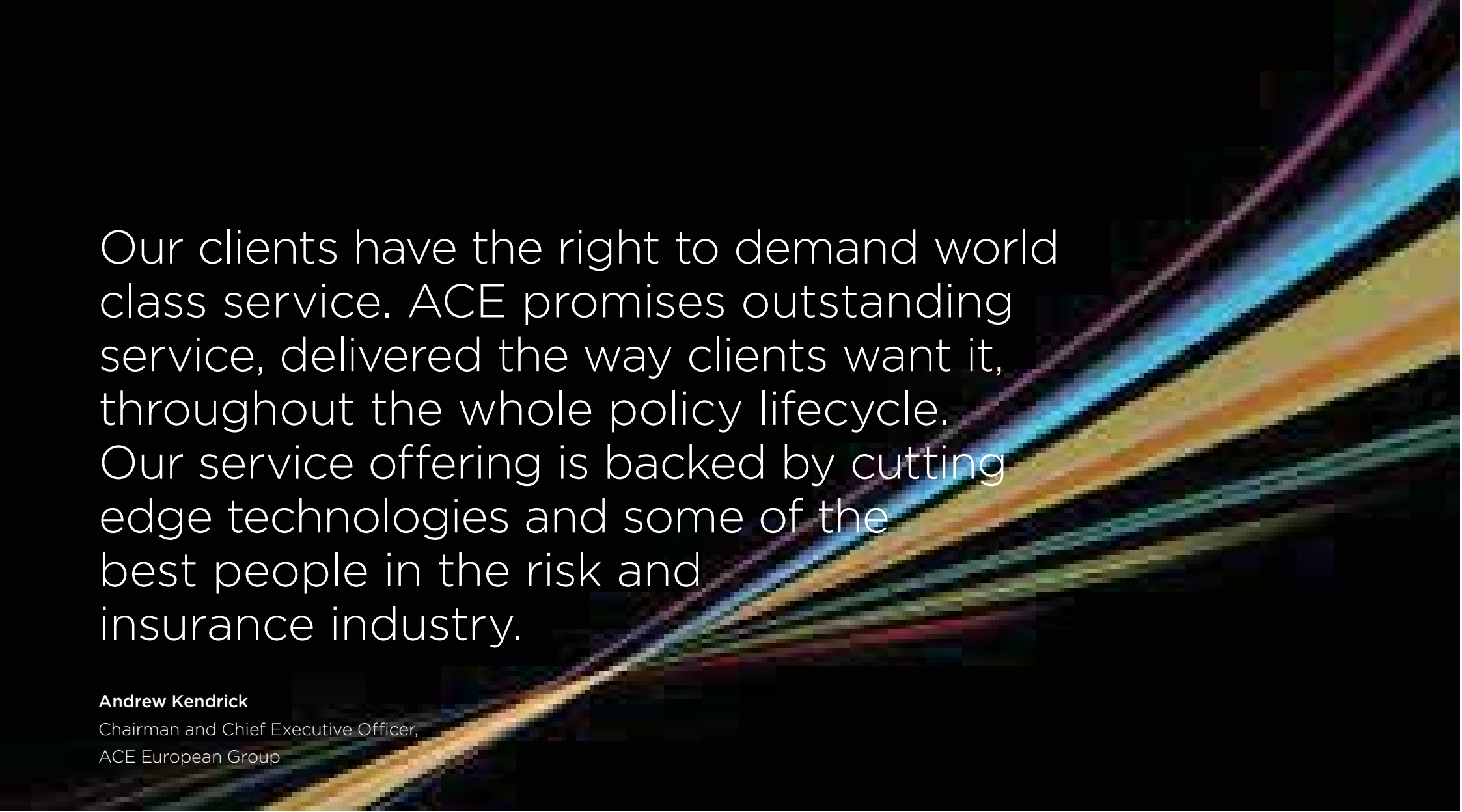
Terrorism cover can be purchased independently or packaged with other insurances. ACE can offer industry-leading limits of cover on a flexible basis to match the client's requirements. Because of the speculative nature of many terrorist threats, innovation is at the heart of ACE's approach to finding the right solution for each client.

“Our priority is to constantly develop innovative and robust approaches to managing the changing risks our clients face in an increasingly uncertain world.”

Piers Gregory

Terrorism Underwriting Manager

Because the security landscape constantly evolves, we continuously work with our clients and brokers to monitor and assess in real time whether risk provision is evolving with the threats. Regular information and communication are a core component of the service we provide.



Our clients have the right to demand world class service. ACE promises outstanding service, delivered the way clients want it, throughout the whole policy lifecycle. Our service offering is backed by cutting edge technologies and some of the best people in the risk and insurance industry.

Andrew Kendrick

Chairman and Chief Executive Officer,
ACE European Group



ACE Global Programme Solutions (GPSSM)

ACE GPS has been designed to meet the needs of today's multinationals: highest quality protection, best local service and risk expertise, global standards, worldwide programme coordination, monitoring and control.

While the uncertain global environment poses increasing risks and challenges to multinational companies, ACE has responded to growing expectations of cover and service with ACE GPS a world leading, client focused, suite of customised solutions.

ACE provides wide ranging expertise through its network of 53 owned offices and over 100 network partner insurers. ACE GPS empowers multinational clients and enables them to control and manage their risks to the worldwide standards they agree with ACE. It cuts across the usual boundaries of insurance products and geographies ensuring that wherever there is an insurance requirement, a coordinated solution is delivered.

ACE GPS bespoke programmes are coordinated by a dedicated client executive who oversees the global servicing strategy and response. We assign further key experts, such as risk engineers in the relevant fields,

“We had a multinational insurance programme and were having problems with the incumbent about timely policy issuance and premium collection. Following the change to ACE I no longer have these concerns, allowing me to concentrate on other more important aspects of our risk financing programme.”

Ken Peck

Head of Group Insurance, Standard Chartered Bank

to work with the client’s multinational operations. With our understanding of your business, local regulations and cultures worldwide, we scrutinise policy issues to ensure all operations are protected to the appropriate local and global standards, and consolidate covers where appropriate.

No other company offers a facility like ACE WorldviewSM, which enables clients to monitor the status of their entire global programme – in real time, from the desktop.

This includes accessing policies, monitoring worldwide claims, creating and sharing data reports and receiving daily programme updates.

The ACE GPS platform has advantages for risk managers, CFOs, treasurers, brokers and all those involved in the decision-making process. It enables them to take informed decisions based on transparent and shared information. Also available as part of the ACE GPS platform is Global RiskAdvantageSM – a state-of-the-art multinational loss reporting tool. In today’s ever-changing regulatory climate, it is important to work with an insurer who understands local rules and customs. The ACE team can provide solutions to a multitude of regulatory changes that can disrupt the management of a global programme.

Claims

A professional and efficient claims service is a priority at ACE. Our job is to settle claims quickly, so our clients can get on with their business.

When you purchase an insurance policy from ACE, you buy a promise. When the time comes, we will deliver on that promise.

ACE has built a market-leading multinational claims handling service based on the principles of expertise, experience and efficiency. Our highly trained specialist staff focus on prompt and fair resolution of claims, always with the best interests of our client in mind. This is true, whether the claim is part of a complex multinational catastrophe, a small business struck by an environmental event, a complex professional indemnity situation, or concerns a sick employee stranded abroad on a business trip.

“Speed, expertise and best practice are the hallmarks of ACE’s claims response. Clients’ losses become our problems, and our professional capability is resolving them.”

Peter Murray

Claims Director, ACE European Group

A joined-up approach is the key to delivering the best service to clients at every stage of risk, so claims expertise works closely with underwriting and engineering worldwide. A complex tailored insurance package will always require a bespoke claims plan and response. Our global presence allows flexibility in the servicing of our client’s claims and the application of local expertise. We also benchmark our claims service delivery against any client service agreements made at the outset.

We are committed to providing a market-leading, global, quality claims service at every stage. The outcome of many claims, especially those involving liability, often depends on actions made as soon as the loss occurs. ACE experts have the experience and resources to act without delay to coordinate the response whilst keeping the client and broker fully informed throughout. Our people also have a good understanding of legal issues, jurisdictions and potential damage to a client’s reputation. We are renowned for an innovative approach to settling claims in a way that best serves our clients. We understand that a well-timed interim payment or fast decision on the validity of a claim can assist our clients in managing their cash flow following a major loss. Providing a world class, bespoke claims service is the best response we can give to the trust and commitment shown to us by our clients and their brokers.

Risk Engineering

Reducing the cost of risk to our clients, improving their risk profile, and seeking stability to the bottom line of their business are the fundamental goals of ACE's worldwide engineering service.

Areas of expertise include:

- Casualty
- Energy
- Marine
- Property
- Technical Lines

Today's risk manager is faced with challenging and constantly changing technologies, legislation and economic pressures.

ACE's risk engineering spans all the major areas of insurance with highly qualified experts available to survey, advise and inform our clients on all aspects of managing and improving their risk profile. This understanding enables risk managers to make more informed decisions on risk retention and transfer and maintain better control. ACE's risk engineers work very closely with our underwriters to make sure that clients have the best policy possible to cover their risk.

"ACE Engineers demonstrated great expertise and a real understanding of our business to help us maintain high property protection standards during a period of significant business change."

Matthew Davis

Insurance & Risk Manager, Home Retail Group

“For 20 years ACE has suggested positive solutions to our risk challenges. Its engineers have consistently proposed innovative and practical solutions to improving our risk profile worldwide.”

Wilfried Simon

Insurance Manager, Henkel AG & Co KGaA

For many clients, engineers become the main point of contact with ACE. Our worldwide engineering service adds value because we are professional, objective partners working in close collaboration with our clients to get to know their operations from the inside. Our engineers are some of the best qualified and most credible in the industry. Our technical lines engineers sit on international industry bodies, advising on technology standards worldwide and bringing that knowledge of best practice back to our clients. Our marine engineers include former master mariners assessing and advising on

marine risks, and a leading US academic in the energy field works on our specialist global petrochemical engineering team.

The ACE Property Global Engineering Network provides global stewardship reports, enabling the multinational risk manager to monitor and benchmark worldwide operations. Casualty Occupational Risk Engineering supports clients, wherever they are in the world, in understanding safety, regulatory and legal issues in relation to employees. Most major multinational clients have service level agreements which include engineering services. In many other cases ACE makes web based engineering advice and information available and offers specialised workshops and training. ACE's engineers in all sectors are able to offer a rapid response for requests for site visits worldwide at all stages of risk. Our holistic philosophy ensures that not only technical and regulatory, but also human factors associated with risk are assessed and benchmarked in the engineering survey process.

Our capabilities

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Global Networks

A local presence globally

ACE has offices in 53 countries around the world and conducts business with clients in more than 170 countries.

“For us, ACE is a robust leader because while its international network provides service to our local operations, they are all aligned and globally coordinated to achieve our Group requirements.”

Julio Carlos Juberias Gimenez

Strategic Purchase Manager, Grupo Santander





Our capabilities

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UNITED KINGDOM

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Our capabilities

ACE European Group 2010

Financial results

ACE EUROPEAN GROUP LIMITED

2009 GWP

£2,203M
\$3,389M
€2,515M

2009 NWP

£937M
\$1,442M
€1,070M

RATES OF EXCHANGE

£1: US\$1.5386
£1: €1.1417

AEGL (RATINGS AS AT APRIL 2010)

A+ (STRONG)
FROM S&P

A+ (SUPERIOR)
FROM A.M.BEST

2009 COMBINED RATIO

95.5%

SYNDICATE 2488

2009 GWP

£400M
\$615M
€457M

2009 NWP

£294M
\$453M
€336M

LLOYD'S MARKET RATINGS - AS AT APRIL 2010

A+ (STRONG)
FROM S&P

A (EXCELLENT)
FROM A.M.BEST

A+ (STRONG)
FROM FITCH

2009 COMBINED RATIO

76.9%

SYNDICATE CAPACITY FOR 2010

£400M
\$615M
€457M

ACE European Group

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100 Leadenhall Street
London
EC3A 3BP
United Kingdom

www.aceeuropeangroup.com



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Product group from well-managed
forests and recycled wood or fiber

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