



Insurance
Crisis
Management

Consumer Products Recall

Recalls of consumer products are making headlines with ever-greater frequency all over the world. With increasingly complex supply chains and rising regulation of product safety, manufacturers of consumer goods have never been at greater risk of reputational and financial damage.

XL Catlin offers a complete solution for these risks, combining pro-active crisis management with comprehensive cover for recall costs and expenses.

Insurance Coverage

Our insurance protects manufacturers against recalls caused by product defects – including design and manufacturing errors – as well as government recalls, malicious tampering and extortion.

We can cover the following losses:

- Business interruption – loss of gross profit
- Consultants' costs
- Defence Costs
- Extortion costs
- Recall expenses
- Rehabilitation expenses
- Refund / repair / replacement expenses
- Third Party Financial Loss
- Third Party Recall Expenses
- Unsubstantiated retailers' expenses

Extensions include:

- Enhanced refund, repair or replacement cover

Response XL Catlin – Crisis Management

Response XL Catlin is a dedicated network of crisis consultants providing priority access to policyholders. The network is made up of core consultants in key global territories and comprises, amongst others, specialists in areas such as product safety, public relations, security, legal and regulatory.

Pre-incident consulting

We dedicate a portion of the premium for consultants to work up front with our policyholders to provide bespoke services such as:

- Product safety and reliability analytics to help design products safely – including advice on functional safety, electrical safety, mechanical safety and chemical safety
- Crisis simulations and recall planning
- Supplier approval processes
- Security assessment

Crisis Response

In the event of an actual or potential incident Policyholders have 24/7 priority access to Response XL Catlin consultants through the policy emergency hotline.

Our insured doesn't have to pay anything towards the Crisis Response – and XL Catlin will cover initial costs even if it's not immediately clear that you're covered.

Client Profile

- Mid-size companies to large multinationals
- Manufacturers or licensed distributors of consumer products, including toys, clothing, white goods, electronics, healthcare products, safety equipment, sports/recreational equipment

Geographic Focus

UK/Ireland; North America, Australia

Capacity

Up to USD 20 million on a primary or excess of loss basis

Minimum Premium

USD 50,000

Minimum Self Insured Retention

USD 50,000

Quote Information

- XL Catlin proposal form
- Product List

Why choose XL Catlin?

- We are the largest Lloyd's Syndicate
- XL Group's core businesses are rated 'A' by A. M. Best, 'A' by Fitch, 'A2' by Moody's and 'A+' by S&P
- We can offer global cover supported by local knowledge and experience
- XL Catlin remains the market leader for broker recommendation to clients, based on the quality of our claims service*
- Our strength and capacity allows us to be flexible, tailoring cover to fit client needs

* The Annual Gracechurch London Claims Report 2016

Contact us to find out more

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