

# QBE Commercial Package Insurance

Enabling a more resilient future







# Commercial package insurance solutions

**Businesses are faced with more complex and diverse risks as they pursue new opportunities and expand into new markets. Our Commercial Package insurance solutions offer broad and flexible coverage, protecting and helping to grow businesses' resilience both now and in the future.**

**Our focus is on supporting you as a broker to partner confidently with QBE, providing maximum clarity across our entire proposition.**

## **The mid-market in Canada**

There are around 22,700 medium-sized firms in Canada employing between 100 and 499 employees. Collectively they account for around 20% of private sector employment and approximately 14% of Canada's GDP\*.

At QBE, our goal is to support our broker partners and customers with a customized commercial package solution. Our underwriters are knowledgeable and empowered allowing them to make decisions and respond swiftly.

Typically, our commercial package solution is a fit for businesses with an annual premium spend of between \$30,000 and \$250,000 - businesses who need broad and flexible cover for their evolving operations.



### Support through changing times

Politically and economically we are currently navigating a period of considerable instability worldwide. Longer-term trends like climate change, transformative technologies, and an ageing population mean uncertainty is here to stay.

Depending on size, location and sector, different businesses experience this uncertainty in different ways. Manufacturers and retailers might fear trade or supply chain disruption. Service companies are more likely to worry about regulation and cyber risk.

With firms under increasing pressure to manage volatility and prepare for the unexpected, sophisticated risk management is key. Business owners increasingly recognize that high-quality data on risk is crucial to scenario planning and managing future uncertainty.

\* Key Small Business Statistics, 2022. Innovation, Science and Economic Development Canada, 2022.

### Choose QBE

- > Our team of experienced underwriters, have technical knowledge that allows them to review risks on their own merits and offer flexible solutions.
- > Broad coverage which can be tailored to fit a specific customer's evolving needs.
- > Regional offices in both Toronto and Vancouver, allowing for timely service and support.
- > Effective risk management solutions, helping customers to mitigate financial loss and reputational harm.



# Sector expertise

**We work hard to understand the full range of issues that businesses face, and we thrive on finding solutions for those with challenging requirements. For brokers we offer ease of administration and solutions with the flexibility to meet customers' needs in full, regardless of sector or specialism.**

## **Manufacturing**

Manufacturers are operating in a rapidly changing environment. The companies that succeed will be those that become chameleon-like, constantly adapting to changing demands, materials and labour resources. Our underwriters take the time to understand the nuances of a manufacturer's products and their business and customers across a wide range of sectors, including non-critical auto parts, metals, machinery and electronics, and industrial machinery.

## **Technology, media and telecoms**

QBE currently insures technology, media and telecommunications firms of all sizes, including many of Canada's leading companies.

With technology & media firms looking to deliver cutting edge solutions, we can provide a comprehensive solution to help them manage their risks with a range of relevant covers, including Professional Liability, Cyber, Property and General Liability insurance.





## Sector expertise (Continued)

### Real estate & retail

We provide insurance to commercial property investors, pension and trust fund managers, as well as owners and managers of property portfolios, including banks, real estate investment trusts, financial institutions and government bodies. We count some of the biggest property owners in Canada amongst our customers.

### Business & professional services

From hairstylists to public relations firms and almost everything in between, QBE can insure a vast array of businesses which perform a service. For these businesses, one of the most vital insurance coverages is Professional Liability (E&O) insurance. We have tailored wordings to support customers across a number of professions including architects and engineers, accountants, and lawyers. To ensure our solution is made to fit, QBE can also customize wordings as needed.

### Construction and engineering

We have been supporting construction and engineering firms for more than 30 years. We work with many of the leading firms in the sector and can insure a wide range of sub-trades. Customers look to us for our technical expertise and our understanding of the industry.

### Financial institutions

QBE has supported financial institutions for more than 35 years. We work with many of the world's leading banks, insurers, fund managers, stock exchanges and other financial institutions, including two-thirds of the world's top 50 fund managers, global systemically important banks and global systemically important insurers.

### Life sciences (casualty only)

QBE can support customers ranging from start up research and development firms through to some of the world's largest pharmaceutical organizations. Our customers operate in a wide range of fields, including pharmaceuticals, biotechnology, medical equipment, nutraceuticals, cosmetics, alternative medicine, and veterinary medicine. Please note that QBE's Canadian offering is specific to casualty coverage at this time.





# Risk solutions specialists

**Our risk solutions experts help businesses mitigate risk and prevent claims arising.**

We offer a wide range of expert advice and support services, including slip safety, manual handling, emotional health and mental wellbeing, disaster recovery planning, cyber awareness, and data protection.

**Our QRisk online tool helps companies understand and manage their risks more effectively.**

- > Assess current operational risks.
- > Benchmark practices against industry peers.
- > Monitor progress through automated tracking and reporting.

Through our QRisk Knowledge Centre, customers gain access to a wide range of publications on best practices and guidance on current industry hazards and emerging risks.



# We act fast and we settle quickly

## Backing up our promises

When customers buy an insurance policy, they're buying a promise to pay. At QBE, we take that promise seriously.

We look to settle claims fairly and promptly. We have an excellent record for paying claims. As one of the world's leading insurers, rated A+ by Standard & Poor's, we have the financial strength and security to deliver on the promises we make.

We're committed to giving brokers and customers support throughout the claims process.

## A trusted approach to claims

When it comes to claims our main priority is getting customers back on track as fast as possible after they've suffered a loss.

QBE's customers include some of the largest businesses in Canada; they trust us because we know what we're doing. We get to know our customers' businesses in depth and partner with them to determine the best strategy to suit their needs. We also work with our customers to find creative and workable solutions.

## Expertise that makes the difference

QBE's deep understanding of claims enables us to connect our customers with the right expertise and the right resources at the right time. We strive to be fair and transparent in all our claims interactions, so customers can be confident we are working with them towards a resolution.

We also believe in the value of working with our customers to understand and explore problems if they arise and often bring in industry experts to achieve the best outcome. Our team is here to support brokers and customers in dealing effectively with even the most complex of claims. The team provides a rapid, effective response to all major incidents. Brokers and customers can rely on our experienced team for technical expertise, continuity of service, and good communication, every step of the way.





# Working for a better world

**At QBE, we believe in seeking, securing, and nurturing sustainable partnerships in everything we do. And that focus is not limited to commercial concerns. It's also reflected in how we invest our premiums and support the communities in which we operate.**

## Premiums4Good

Like all insurers, QBE invests customers' premiums until they're needed to pay claims.

Not afraid to do things a little differently, our ground-breaking initiative Premiums4Good, gives our customers the choice to have up to 100% of their premium diverted to impact investments that deliver an environmental or social impact or return.

These investments make a real and sustainable difference to communities around the world, benefiting causes such as reducing homelessness, renewable energy, improving chances for foster children and agricultural productivity. What's more, Premiums4Good has played a vital part in the Covid-19 response, with funding directed to global initiatives that support communities hit hard by the health and economic impact of the virus.

Customers have embraced this approach. By November 2022, QBE had invested US\$1,585 million and is well on track to meet its impact investment target of US\$2 billion by 2025.

## QBE Foundation

We want to help find solutions to the problems of tomorrow, but we also want to tackle those the world is facing today. That's why we established the QBE Foundation to direct our charitable efforts to the most pressing issues.

Through the Foundation, we want to establish long-term partnerships, supported by education and awareness around risks, to improve the resilience and preparedness of our communities so they are better equipped to protect themselves.

We want to help create strong, resilient, and inclusive communities, by focusing investment and efforts on two key areas where we believe we can have the greatest impact: climate resilience and inclusion.

Since launching the QBE Foundation in 2011, alongside our employees, QBE in Europe has donated more than £10 million to worthy causes.



# Let's talk

Why not start a conversation with us today - and find out how we can bring a fresh approach to your commercial package insurance needs.

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