CATLIN
Underwriting Ambition

Catlin
Healthcare and Professional Indemnity Service Charter

- **This service charter is part of a major cultural change within our business. We may not always get it right, but we are striving to serve you better.**
- **We commit to listen to how you and our clients want to do business with us.**
- **An underwriter will be available daily from 8am to 6pm.**
- **We will publish underwriters' schedules each week at www.catlinavailability.com.**
- **We are always open to discuss how you think we can improve.**

Availability

- We commit that each Monday morning we will circulate specific timings for each underwriter's availability for the week ahead, both at the box in Lloyd's and at the Catlin office. This schedule will include all office phone numbers and mobile phone numbers.

Promptness of response

- We will send an acknowledgement to brokers regarding submissions received. We will not release quotes more than 30 days from inception.
- For primary transactional business our turnaround time will be immediate if presented at the box or 24 hours if the underwriter is quoting remotely. This is subject to a satisfactory submission.
- For large or institutional business we will adhere to broker deadlines, subject to full receipt of submission and satisfactory response to the underwriter's queries.
- For new binders we commit to returning quotes in a timely manner, which will be agreed with the broker
- For renewal binders we commit to returning quotes within seven working days.

Consistency and predictability

- We are committed to offering a consistent approach to our pricing and, if required, we will be happy to explain our pricing rationale.
- We are committed to informing our brokers of any changes to external or internal models that would influence our pricing or risk appetite to ensure we are consistent with our pricing in advance of major renewal seasons.

.

Expertise and empowerment

- We are committed to making the appropriate underwriters available for client meetings.
- We are committed to having empowered underwriters available during underwriting hours – 8am until 6pm.
- We are committed to making appropriate underwriters available to travel to visit existing and prospective clients and to attend major market conferences.

Feedback and communication

- We are committed to meet brokers on a regular basis to discuss this service charter, our results, the market environment and our risk appetite.