CATLIN
Underwriting Ambition

Catlin
US Casualty Team 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 commit upon receipt of a complete set of electronic placing information and/or hard copy submission to email you confirmation of:
  - the date the submission was received;
  - the dedicated contact; and
  - a confirmation of the deadline agreed between broker and underwriter for Catlin to complete analysis

Consistency and predictability

- We are committed to offering a consistent and transparent approach to our underwriting.
- We are committed to explaining to brokers our pricing methodology should it be required.
- We are committed to informing brokers of any changes to our strategy that would influence our pricing or risk appetite.

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.