

MINOR
HOTELS

EUROPE & AMERICAS



1. Objectives of the Process
2. Process high level
3. Main tasks of the Process
4. KPIs
5. Broker Contacts EMEA
6. Broker Contacts Latam

Contents

Insurance and Risk Management Process

. Objectives of the process.

The objective of this process is to establish the correct way to manage and communicate all those damages to the property or third parties caused by incidents occurred in the hotels in order to:

Manage the claim process in a comprehensive and proactive way.

Mitigate our exposure to the risk.

Based on the information obtained, achieve a reduction in our loss ratio, currently at unsustainable levels.

Analyze (based on KPIs) our exposure to risk and increase our visibility on claims and incidents at hotels, countries, Business Units and Group.

Note: This process applies to Hotels within NH Insurance program

Insurance and Risk Management Process. High level process.



Insurance and Risk Management Process. Main tasks (I).

1

Initial Action – Hotel Material Damage

- Carry out the required work to save goods
- Take measures to reduce the consequences of the incident
- Do not get rid of the remains or vestiges of the incident. If it is necessary, take pictures to show what happened
- Restore security systems
- Do not realize payments to third parties that claim or assume responsibility

Responsible: NH Hotel Manager

2

Claim Communication

- The NHHG Hotel Manager informs Marsh of the incident (Template CLAIMS FORM).
- All property damages and/or to third parties ***including those below the deductible***, must be reported to analyze and reduce the NH's loss ratio. *(See in annex 1 of the process, your Marsh executive assigned)*

Responsible: NH Hotel Manager

- Assign person in charge to processing the claim
- Analysis of the information and referral to the insurance Company
- If necessary, the insurance Company will send an adjuster

Responsible: Marsh

3

Subsequent Actions

- Resumption of the activity

Responsible: NH Hotel Manager

- Arrangement of the documentation for the adjuster
- Detailed and valued relation of the damages
- Claim letters to the author

Responsible: Marsh

Insurance and Risk Management Process. Main tasks (II).

4

Assesment of the damages

- Repair costs
- Cost of own and/or contracted staff for the incident
- Recover expenses, cleaning ...
- Others: Extra costs, loss of benefits, crisis management...

Responsible: Marsh and NH Hotel Manager

5

Appraisal of damages

- Determine the economic scope in accordance with what is required in the policy regarding the consequences of the incident.

Responsible: Marsh

6

Payment of compensation

- Negotiation of Marsh with the Insurance Company in order to find coverage for the loss and subsequent communication to the client.

Responsible: Marsh

Insurance and Risk Management Process. Main tasks (III).

7

Recovery

- In case it is possible to recover an incident with material damage, Marsh will contact the Insurance Company to carry out the procedures against the Insurer of the party causing the damage in order to reduce the loss ratio
- The Insurance Company is not obliged to claim the deductible from the compensation

Responsible: Marsh

8

Compliance analysis objectives

- Based on the information gathered and the different analysis, KPIs will be established and a periodic analysis of compliance with the established objectives will be carried out.

Responsible: Marsh Treasury and Financing Department y Management Committee

Insurance and Risk Management Process. KPI's.

Incident Rate Analysis

- ✓ As of the implementation of the new process and the insurance claims form, all different types of incidents will be gathered (hotel, the area within the hotel, time of occurrence, a field in order to detect if it is due to refurbishments, etc.).
- ✓ **Information about incidents below the deductible,** will be gathered, in a way that allows us, on the one hand, to look for mitigating measures for this type of damage and to have a complete register that in the future will allow quotes with different levels of deductible.
- ✓ Based on the information gathered and the different analysis, KPIs will be established and a periodic analysis of compliance with the established objectives will be carried out.

Insurance and Risk Management Process. MARSH Contacts Europe.

COUNTRY	CONTACTS	EMAIL ADDRESS	PHONE
Spain	Blanca García (esecutive)	Blanca.GarciaRodriguez@marsh.com	+34 91 456 94 00
Belgium	Fouad DiabMaalouf (executive)	Fouad.DiabMaalouf@marsh.com	
Switzerland	Stephanie Chenuz (Claims manager)	stephanie.chenuz@kessler.ch	
Netherlands	Ayse Nancy van Sonsbeek (Executive)	ayse.cevher-kilic@marsh.com Nancy.vansonsbeek@marsh.com	
Germany	Mathias Jungsch (Executive)	mathias.jungsch@marsh.com	(+49) 211 89 87 250
Austria	Mario Vasic, Akad. Vkf (Executive)	mario.vasic@marsh.com	
Portugal	Nuno de Sousa Moura (Executive)	Nuno.Moura@marsh.com	
France	Vincent Hernandez (Executive)	Vincent.Hernandez@marsh.com	
Italy	Elena Grassi (Executive) Milena Prati (Executive)	elena.grassi@marsh.com Milena.Prati@marsh.com	
Ireland	David Doyle (Executive) Neil Tuohy (Claims manager)	david.doyle@marsh.com Neil.Tuohy@marsh.com	+353 (0)1 604 8167

Insurance and Risk Management Process. MARSH Contacts Latam.

COUNTRY	CONTACT	EMAIL ADDRESS	PHONE
Argentina	Mario Amor (Executive)	Mario.Amor@marsh.com	
Ecuador	Martín Andrade Sánchez (Executive) Lizbeth Tipan Martía Emilia Hermosa	mandrade@tecniseguros.com.ec ltipan@tecniseguros.com.ec ehermosa@tecniseguros.com.ec	
Chile	Helí Ramón Vera	Heli-Ramon.Vera@marsh.com	
Colombia	Martha Flórez (Executive)	Martha.P.Florez@marsh.com	
México	Isela Lizbeth Reyes Sámano (Executive and claims manager) Sergio Padilla (Executive)	Isela.Reyes@marsh.com Sergio.padilla-Aguilar@marsh.com	+(52) 5585673348
Uruguay	Vicotria Trinidad (Executive) Melanie Bravo	Victoria.trinidad@marsh.com Melanie.bravo@marsh.com	
Brazil	Julia-Mayra Anderson (Executive)	Julia-Mayra.Anderson@marsh.com	
USA	Cornelia Virgo	cornelia.virgo@marshmma.com	